

BUTLER COUNTY REGIONAL TRANSIT AUTHORITY BOARD OF TRUSTEES

February 15, 2016, 8:00 AM

****Middletown Transit Station: 55 S. Broad Street, Middletown, Ohio 45044****

PRELIMINARY AGENDA

- I. Call to Order & Roll
- II. Consideration of Absences
- III. Approval of the Agenda (Motion Requested)
- IV. Approval of the January 18, 2017 Meeting Minutes (Motion Requested)
- V. Comments from Citizens
- VI. Secretary/Treasurer's Report – December 2016 (Motion Requested)
- VII. Director's Report
- VIII. Committee & Staff Reports
 - a. OKI
 - b. Metrics
 - c. Executive Committee
- IX. Action Items
 - a. **17-02-01:** Authorizing the Butler County Regional Transit Authority to Apply to the Ohio-Kentucky-Indiana Regional Council of Governments for FTA Section 5310 Program Funds in Support of Subsidy for Medically-Related General Public Transit Service.
 - b. **17-02-02:** Approval of the Butler County Regional Transit Authority 2017 Title VI Program
 - c. Ratify submission of BCRTA's proposal to provide transportation services to the Butler County Veterans Service Commission.
- X. Executive Session
 - a. For the Purpose of Discussing and Considering the Appointment, Employment, Dismissal, Discipline, Promotion, Demotion, or Compensation of a Public Employee.
- XI. Personnel
- XII. Adjourn (Motion Requested)

**Next Meeting Date:
March 15, 2017 @ 8:00 AM**

2017 Butler County RTA Board of Trustees Attendance

	Jan	Feb	Mar	Apr	May	June	July	August	Sept	Oct	Nov	Dec
Chandler, Jessica	X						N/A					N/A
Fehr, David	X						N/A					N/A
Foster, Jim	X						N/A					N/A
Gordon, Perry	X						N/A					N/A
Helms, David	X						N/A					N/A
Lawson, Chris	X						N/A					N/A
Scott Jones, Anita	X						N/A					N/A
VACANT							N/A					N/A
VACANT							N/A					N/A

X = Present

E = Excused

A = Absent

Board of Trustees Meeting

Wednesday, January 18, 2017

[illegible]

The BCRTA Board of Trustees met on Wednesday January 18, 2017 at 8:00 a.m. at the Middletown Transit Station, 55 S Broad Street, Middletown, Ohio. Proper public notice was given in advance of the meeting.

PRESENT: Christopher Lawson, President
Perry Gordon, Vice President
Jessica Chandler
David Fehr
Jim Foster
David Helms
Anita Scott Jones

STAFF: Matthew Dutkevicz, Executive Director
Bob Ruzinsky, CFO
Dee Weidner, Finance Manager
Rob Griffin, Director of Demand Operations

ABSENT:

LEGAL
COUNSEL: Adam Vernick, Dinsmore & Shohl

CITIZENS: None

I. Call to Order & Roll Call

Mr. Lawson Called the meeting to order at 8:04 AM. Mr. Dutkevicz took a roll call. A quorum of the Board was present.

II. Consideration of Absences

Mr. Lawson waived the consideration of absences.

III. Approval of Agenda

Mr. Foster made a motion to approve the agenda. Ms. Scott Jones made a second. The agenda was approved.

IV. Approval of the November 16, 2016 Board Meeting Minutes

Ms. Scott Jones made a motion to approve the November 16, 2016 meeting minutes as written. Ms. Chandler seconded the motion. The minutes were approved.

V. Comments from Citizens

There were no citizen comments.

VI. Secretary/Treasurer's Report

Ms. Weidner provided a comparison of YTD revenues and expenses for November 2016. Ms. Weidner reviewed the lines items and also acknowledged the YTD gain of \$222,061.77.

Other details of the financial report are included in the statements included with the board packet.

Ms. Scott Jones made a motion to approve the report. Ms. Chandler seconded the motion. The report was approved.

VII. Director's Report

Mr. Dutkevicz provided updates on the following topics:

- **Metrics & Service**
 - **30 Day Passes**

30 Day Passes are officially on sale for \$40. Half fare passes are available for \$20 with a qualified ID. This pass allows unlimited rides on the BCRTA U and R routes and Middletown routes for thirty days following the first use. We are excited to announce that passes can be purchased online at www.butlercountyrta.com/buy.
 - **Middletown & Monroe Connection**

Middletown and Monroe are continuing conversations with BCRTA regarding implementation of new service to connect jobs and retail at the Towne Mall and Monroe Outlets and distribution centers. Liberty Township was also included in the original discussion, but their trustees have declined to financially contribute to any solution. A new service launch connecting the target areas with GDRTA is planned for spring 2017 if service expectations meet local funding budgets in Monroe and Middletown. BCRTA will provide information to City Councils in Monroe and Middletown in February.
 - **Demand Response Service Rebuild**

In concert with the launch of new demand response scheduling software, BCRTA will be reinventing its DR Service. Staff plan to spend the next few weeks analyzing current trends and metrics to evaluate needed changes and roll out a "new" service and more affordable rates in early 2017.
- **Discretionary Grant Availability**
 - **TIGER**

BCRTA will be debriefing with Miami University and USDOT in the next few weeks to determine viability of a future TIGER application. Miami and BCRTA have tentatively agreed to explore a project that does not involve a parking facility at the Shriver site and more aggressively pursue a shared services facility in conjunction with rail station amenities at the Chestnut site. Although TIGER dollars are already appropriated for 2017, selection criteria may change under the new administration. Viability of the project will be assessed according to this new criteria as information becomes available.
 - **LoNo**

BCRTA has had preliminary discussions with the City of Hamilton regarding rubber-tire trolley service in the City of Hamilton beginning in 2018. The City has a strong desire to showcase trolleys in an alternative fuel format. BCRTA has recommended applying for Low and No Emission grant funds from USDOT in the spring to purchase new or repower existing trolleys for the proposed service. BCRTA is preparing budgets for the City who has made an informal commitment to local match.
 - **Surface Transportation Funds Awarded!**

On October 31, BCRTA received an award for \$664,730 (80%) of STP funds for FFY 2020 from OKI. These funds will be used to replace five modified minivans (MMV) and six light transit vehicles (LTV) as part of BCRTA's regular replacement schedule. Total project cost is estimated to be \$830,913 (100%) in FFY 2020.
 - **5310**

BCRTA staff plan to pursue an OKI competitive solicitation for lapsing section 5310 funds in January. The solicitation is out of the normal cycle due to the inability of past grantees to spend the dollars by the deadline. BCRTA will submit one application to subsidize medical related demand/response trips for elderly and disabled passengers and is in talks to submit a joint application with SORTA to develop a passenger-facing demand/response mobile application for trip reservations and account management (a la uber).

- **Staffing & Facility**

- **Building Refurbishment**

BCRTA is continuing building renovations. Carpet, paint and furniture have been completed on the administrative side of the building. Operational management offices and conference space will be completed in January and finally dispatch and driver areas in the early Spring.

- **Staffing**

BCRTA currently is soliciting for vehicle operators (CDL and non), an operations supervisor, vehicle technician, and an operations manager (paratransit).

Stefanie Lawson, Manager of Administration elected to not return to BCRTA following her maternity leave. Tiffany Walton, HR Coordinator has assumed Ms. Lawson's HR roles while Mr. Dutkevich had delegated other responsibilities appropriately among existing staff. After studying needs, staff has elected not to fill the Manager of Administration at this time.

David Wiederhold, Vehicle Technician, lost a battle with brain cancer in December. Dave had been on leave for some time but will still be greatly missed by the staff.

- **Governance**

- **THANK YOU!**

On behalf of BCRTA, I would like extend my appreciation to Char Mason and Brad Williams for their many years of service to the BCRTA Board of Trustees. Char and Brad's terms both expire this year and they have elected not to renew their appointments. Thank you for your contributions to our organization!

- **Board Vacancies**

BCRTA is in need of two new trustees. The Butler County Commissioners have expressed they would still appreciate a slate of volunteers with supporting information and varied means of solicitation to consider appointments to our board. Suggestions from current members are most welcome.

- **Planning**

- **Liberty Shopping Center Bus Service**

BCRTA has begun discussions with management (Steiner) at Liberty Center regarding the implementation of transit service to the area. BCRTA has proposed extending the 42X to the property initially and adding BCRTA local service in the future as part of a strategic plan when funding becomes available. BCRTA expects to receive a determination from Steiner on a potential agreement for the 42X extension before year end. Proposed service would begin in March if approved.

- **Opinion Survey**

Staff is investigating the feasibility of performing an opinion survey to gauge the interest and appetite for expanded public transit services in the Butler County area. At the direction of the

Board in June, Staff has been contacting possible consultants and preparing bid documents. Staff will pursue beginning the opinion survey in February and March.

- **Weapons and Firearms Policy**

An advocacy group has been canvassing Ohio agencies requesting public records and policies regarding passengers' rights to carry firearms onboard public transit buses. BCRTA policy must be updated to be consistent with Ohio law. Staff is responding to the request with assistance from BCRTA corporate counsel and OTRP legal, counsel who has been working on this issue for some time. An updated employee handbook with recommended policy will come to the Board in March. Mr. Dutkevich presented and the Board contemplated a Code of Conduct policy. No action was taken. Mr. Dutkevich agreed to have more conversations with staff, peers and legal counsel and revisit the issue noting that code of conduct may not be an item that requires board approval.

- **On the Horizon ...**

- **Trolley Replacement**

Given the 18 month expected build timeline for new trolleys, BCRTA staff will be bringing the authorization to purchase new trolleys to the Board in the next few months. The contract selection and award processes were already completed in conjunction with Akron Metro. BCRTA Board authorization will be required to write a PO and have the order placed on the manufacturer's calendar. Expected price is about \$460K per vehicle. Grant funds have already been awarded to BCRTA for these trolley replacements but do not become available until FFY 2018 and 2019. Mr. Fehr asked about the risk of purchasing trolleys in the event Miami does not renew and agreement with BCRTA. Mr. Dutkevich and Mr. Ruzinsky explained that the new equipment would be very desirable by other systems and would be easily transferred to another FTA grant without issue if needed.

- **Federal Transit Administration Triennial Review**

BCRTA is scheduled to receive a triennial review from the FTA this year. BCRTA has already received initial requests for documents to be submitted to the reviewer by December 16, 2016. Reviewers will be at BCRTA for the onsite portion of the review June 27 – 30, 2017. Middletown will also undergo their review at the same time. Some limited board interaction may be required to substantiate proper oversight procedures.

- **Ohio Public Transit Conference**

Mark your calendars for the Ohio Public Transit Conference, April 17 – 19, 2017. Board members are welcome to attend the full conference or a portion. The conference will be in Columbus for 2017 and Cincinnati in 2018.

- **Employee Recognition Breakfast and Annual Meeting**

Please also note that BCRTA will host an Employee Recognition Breakfast and Annual Meeting on Saturday, February 11, 2017 at 9:30 AM. Trustees are welcome and encouraged to attend. Please RSVP to Matt by January 21, 2017.

VIII. Committee & Staff Reports

- a. **OKI**

No report.

- b. **Metrics**

Mr. Dutkevich provided a brief overview of metrics, noting that there were no significant anomalies at the end of 2016. Mr. Griffin presented the safety metrics.

IX. Governance

a. Board Appointments

Mr. Dutkevicz reminded the Board that two seats were open and that he expected to arrange an executive committee meeting to interview candidates in February.

b. Election of Officers

Nominations were accepted in advance of the meeting and taken from the floor. No nominations were received in advance. Mr. Foster made a motion to nominate Mr. Lawson as president and Mr. Gordon as Vice President. Ms. Scott Jones seconded. Mr. Lawson and Mr. Gordon were elected to the respective positions unanimously.

c. Nominations

Mr. Lawson appointed himself to the Ohio-Kentucky-Indiana Board of Directors and Mr. Dutkevicz as his alternate. Mr. Foster made a motion to appoint Ms. Scott Jones as BCRTA Board representative to the Transit Alliance of Butler County. Mr. Fehr seconded. Ms. Scott Jones was appointed.

X. Action Items

None

XI. Executive Session

Ms. Scott Jones made a motion to ENTER executive session at 9:09 AM for the purpose of discussing and considering the appointment, employment, dismissal, discipline, promotion, demotion, or compensation of a public employee. Mr. Gordon seconded the motion. Upon call of the roll the vote resulted as follows:

Ms. Chandler	YES
Mr. Fehr	YES
Mr. Foster	YES
Mr. Gordon	YES
Mr. Helms	YES
Mr. Lawson	YES
Ms. Scott Jones	YES

Ms. Scott Jones made a motion to EXIT executive session at 9:35 AM. Mr. Gordon seconded the motion. Upon call of the roll the vote resulted as follows:

Ms. Chandler	YES
Mr. Fehr	YES
Mr. Foster	YES
Mr. Gordon	YES
Mr. Helms	YES
Mr. Lawson	YES
Ms. Scott Jones	YES

XII. Adjourn

Ms. Chandler moved to adjourn and Ms. Scott Jones seconded. The motion carried. The meeting was adjourned at approximately 9:38 AM.

Respectfully submitted,

Matthew M. Dutkevich, Executive Director

Approved - Vice President, Board of Trustees

Director's Notes – February 2016

Metrics & Service

- **New Opportunities**
BCRTA is engaging in discussions with the local healthcare providers regarding supplemental transportation for programs aimed at reducing infant mortality in addition to providing services in conjunction with the Ohio Healthier Buckeye Grant.
- **Middletown & Monroe Connection**
BCRTA will present to Monroe City Council on February 14 and Middletown City Council on February 21. Staff still expect a start date in late spring if funding is provided by Middletown and Monroe. The proposal was featured in the January 22 Journal news also.
- **30 Day Passes**
30 Day Passes are officially on sale for \$40. Half fare passes are available for \$20 with a qualified ID. This pass allows unlimited rides on the BCRTA U and R routes and Middletown routes for thirty days following the first use. We are excited to announce that passes can be purchased online at www.butlercountyrta.com/buy.
- **Demand Response Service Rebuild**
In concert with the launch of new demand response scheduling software, BCRTA will be reinventing its DR Service. Staff plan to spend the next few weeks analyzing current trends and metrics to evaluate needed changes and roll out a “new” service and more affordable rates in early 2017.
- **New Software**
BCRTA has finally executed contracts for new technology and software as authorized by the Board of Trustees last year, including new DR scheduling and real-time location for fixed routes. Kick-off meetings have taken place in addition to first steps and calendars have been set. Staff expect to have both projects up and running no later than July 2017.

Discretionary Grant Availability

- **5310**
BCRTA has submitted an application to subsidize medically-related trips. Original plans to submit a second application to fund a mobile “uber-like” app were postponed due to an inability to receive accurate and guaranteed quotes from vendors. Staff still intend to pursue this objective in 2017 and obtain the information needed to make this vision a reality. Ongoing conversations with prospective vendors are moving forward.
- **TIGER**
BCRTA will be debriefing with Miami University and USDOT in the next few weeks to determine viability of a future TIGER application. Miami and BCRTA have tentatively agreed to explore a project that does not involve a parking facility at the Shriver site and more aggressively pursue a shared services facility in conjunction with rail station amenities at the Chestnut site. Although TIGER dollars are already appropriated for 2017, selection criteria may change under the new administration. Viability of the project will be assessed according to this new criteria as information becomes available.
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Director's Notes – February 2016

Staffing & Facility

- **Building Refurbishment**
BCRTA is continuing building renovations. Carpet, paint and furniture have been completed on the administrative side of the building. Operational management offices and conference space were recently carpeted and will be complete before the end of February. Staff intend to take a break from the chaos for a few months while finalizing plans for dispatch, kitchen and break room areas to be completed this spring and summer.
- **Staffing**
BCRTA currently is soliciting for vehicle operators (CDL and non), an operations supervisor, vehicle technician, administrative assistant and an operations manager (paratransit).

Governance

- **Board Vacancies**
BCRTA is in need of two new trustees. The Butler County Commissioners have expressed they would still appreciate a slate of volunteers with supporting information and varied means of solicitation to consider appointments to our board. Suggestions from current members are most welcome.

Planning

- **BCVSC**
BCRTA submitted a proposal to provide demand response service to the Butler County Veterans Service Commission. BCRTA included options for Cincinnati and Dayton VAMC trips in addition to local transportation. No award has been made at this time, but BCRTA is optimistic about receiving a portion of the in-county work that will fit well with BCRTA's existing DR service. Approval to enter into a contract will come to the Board before service begins. BCVSC estimated giving notice to proceed in time for an April 1 contract start.
- **Weapons and Firearms Policy**
An advocacy group has been canvassing Ohio agencies requesting public records and policies regarding passengers' rights to carry firearms onboard public transit buses. Staff have responded to the request with assistance from BCRTA corporate counsel and OTRP legal, counsel who has been working on this issue for some time. Staff plan to bring updates or recommended changes in March.
- **Liberty Shopping Center Bus Service**
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Staff is investigating vendors to perform an opinion survey to gauge the interest and appetite for expanded public transit services in the Butler County area. Activities for this should begin in February and run through spring.

On the Horizon ...

- **Trolley Replacement**
Given the 18 month expected build timeline for new trolleys, BCRTA staff will be bringing the authorization to purchase new trolleys to the Board in the next few months. The contract selection and award processes were already completed in conjunction with Akron Metro. BCRTA Board authorization will be required to write a PO and have the order placed on the manufacturer's calendar. Expected price is about \$500K per vehicle. Grant funds have already been awarded to BCRTA for these trolley replacements but do not become available until FFY 2018 and 2019. Authorization will be requested when grant funds are available to be drawn.

Director's Notes – February 2016

- **Federal Transit Administration Triennial Review**

BCRTA is scheduled to receive a triennial review from the FTA this year. BCRTA has already received initial requests for documents to be submitted to the reviewer by December 16, 2016. Reviewers will be at BCRTA for the onsite portion of the review June 27 – 30, 2017. Middletown will also undergo their review at the same time. Some limited board interaction may be required to substantiate proper oversight procedures.

- **Ohio Public Transit Conference**

Mark your calendars for the Ohio Public Transit Conference, April 17 – 19, 2017. Board members are welcome to attend the full conference or a portion. The conference will be in Columbus for 2017 and Cincinnati in 2018.

- **Inclement Weather Meeting Policy**

Reminder: It is our practice that the Board of Trustees Meeting will be cancelled if Hamilton City Schools are cancelled at or before 7:00 AM on our scheduled meeting day.

BCRTA Resolution No. 17-02-01

Authorizing the Butler County Regional Transit Authority to Apply to the Ohio-Kentucky-Indiana Regional Council of Governments for FTA Section 5310 Program Funds in Support of Subsidy for Medically-Related General Public Transit Service.

Whereas the FTA Section 5310 program includes broad types of project eligibility and eligible applicants; and

Whereas 55% of projects must be used for traditional Section 5310 projects provided by private nonprofits; and

Whereas OKI, as the designated recipient of Section 5310 funding for the Cincinnati Urbanized Area, is soliciting private nonprofits for traditional section 5310 projects; and

Whereas OKI has been unable, in the past, to award all available funds for traditional projects; and

Whereas OKI is soliciting for nontraditional projects that include eligibility of public transportation agencies; and

Whereas the OKI Coordinated Public Transit Human Services Plan specifically recommends the improvement transportation affordability for elderly and disabled populations; and

Whereas BCRTA wishes to apply for 5310 in support of transit services to support medically-related trips aimed at elderly and disabled riders.

Now, therefore, be it resolved that the BCRTA Board of Trustees hereby authorizes the Executive Director to submit to OKI an application for 5310 funds in support of transit services to support medically-related trips in the amount of \$826,200. Be it further resolved that the BCRTA Board of Trustees certifies the availability of a match of up to \$413,100 and authorizes the Executive Director to take all actions necessary to enact this resolution.

Approved: February 15, 2017

__ Board Vice President, BCRTA

Executive Director, BCRTA

BCRTA Resolution No. 17-02-02

Approval of the Butler County Regional Transit Authority 2017 Title VI Program

Whereas BCRTA is a Regional Transit Authority created by resolution of the Butler County Board of Commissioners; and

Whereas as a designated recipient of Federal Transit Administration (FTA) funds, BCRTA is required to comply with the Title VI regulations issued by the United States Department of Transportation (USDOT) as a condition of receiving federal funds; and

Whereas every three years BCRTA is required to submit a new Title VI program in accordance with USDOT's 49 CFR Part 21.7; and

Whereas in 2012 Federal Title VI requirements were updated by FTA and require that the Title VI program be approved by BCRTA's governing body; and

Whereas BCRTA's current Title VI Program will expire on March 31, 2017; and

Whereas BCRTA prepared and submitted the Title VI Plan update to FTA for review on February 1, 2017 in advance of expiration.

Now, therefore, be it resolved that the BCRTA Board of Trustees hereby approves the January 2017 Title VI Program and authorizes the BCRTA Executive Director to complete submission of the final program to FTA. Be it further resolved that the BCRTA Board of Trustees authorizes the BCRTA Executive Director to take any actions necessary to assure organizational compliance with the terms of this policy and regulation.

Approved: February 15, 2017

____ Board Vice President, BCRTA

____ Executive Director, BCRTA



Title VI Program
Butler County Regional Transit Authority (BCRTA)

February 2014
Revised January 2017

Submitted to:
Marjorie Hughes
Regional Civil Rights Officer
Federal Transit Administration
200 West Adams Street, Suite 320
Chicago, Illinois 60606

Butler County Regional Transit Authority (BCRTA)
Title VI Program, February 2014
Revised December 2016

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Butler County Regional Transit Authority (BCRTA)
Title VI Program, February 2014
Revised December 2016

1 INTRODUCTION

1.1 Brief Description of BCRTA as Transit Provider Operating Fewer than 50 Fixed Route Vehicles and with No Subrecipients

Butler County RTA is a FTA designated recipient in Butler County, Ohio with no subrecipients. BCRTA operates 11 motor bus and 6 commuter bus vehicles in peak service and is a part of the Cincinnati Urbanized Area.

From 1999-2002, BCRTA operated countywide fixed route and demand response services. (In 2002, BCRTA shut down its directly-provided countywide public transit services due to the defeat of a countywide sales tax levy.) Since 2003, BCRTA has funded park-n-ride commuter bus services between Butler County and downtown Cincinnati through a contract with the Southwest Ohio Regional Transit Authority (SORTA). Since 2005, BCRTA has been reintroducing public transit services in Butler County with no major service reductions or fare changes since that time. Until 2009, BCRTA primarily offered general public, on demand, door-to-door services. In 2009, BCRTA began commuter bus services between Middletown and Hamilton. One (1) transit bus is used for this service during peak hours. In 2010, BCRTA introduced a Middletown-Oxford commuter bus service, using an additional peak bus. In 2012, BCRTA introduced a third commuter route between Oxford and Hamilton using two (2) peak buses. In August 2013, BCRTA began fixed route bus service in Oxford, Ohio using 10 peak buses.

Current services are further summarized in Appendix A: Exhibit 1.

BCRTA projects over 500,000 directly provided trips in 2017, has an annual operating budget of approximately \$5.0 million, a fleet of forty seven (47) buses, employs eight (8) full time employees, three (3) part-time administrative staff, seventy (70) part-time bus operators, fourteen (14) part-time supervisors/dispatchers/schedulers/reservationists, three (3) part-time mechanics, and uses one (1) central facility for administration, scheduling and dispatching, vehicle storage and maintenance, and other miscellaneous transit purposes.

The BCRTA Board of Trustees continues its leadership commitment in exploring transportation options for Butler County citizens and visitors through a strategy of targeting identified needs through partnerships and coordination with other regional transportation providers.

1.2 BCRTA Title VI Plan Policy Statement

The BCRTA assures that no person shall on the grounds of race, color, sex, age, disability or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The BCRTA further assures every effort will be made to ensure nondiscrimination in all of its programs activities, whether those programs and activities are federally funded or not.

In the event that the BCRTA distributes federal aid funds to another entity, the BCRTA will include Title VI language in all written agreements and will monitor for compliance. The Manager of Administration serves as the Title VI Coordinator of the BCRTA and is responsible for initiating and monitoring Title VI activities, preparing required reports and other BCRTA responsibilities as required by 23 Code of Federal Regulation (CFR) 200 and 49 Code of Federal Regulation 21.

2 GENERAL REPORTING REQUIREMENTS

2.1 Title VI Notice to Public.

The following notice is posted on the BCRTA website at www.butlercountyrta.com, within BCRTA vehicles, in the BCRTA facility, and included in all public information materials such as service brochures, notices, etc.

Title VI Notice of Public Rights
The Butler County Regional Transit Authority

The Butler County Regional Transit Authority (BCRTA) operates all services, routes and accommodations without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under title VI may file a complaint with the BCRTA of Hamilton, Ohio and/or or the Federal Transit Administration (FTA).

For more information on the BCRTA civil rights program, and the procedures to file a complaint, contact 513-785-5022, visit the BCRTA administrative office at 3045 Moser Court, Hamilton, Ohio 45011, or visit www.butlercountyrta.com.

A complainant may file a complaint directly with the FTA by completing a Title VI Complaint Form and mailing it to the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

For information in another language, contact BCRTA at 513-785-5022.
Para obtener mas informacion llame a BCRTA at 513-785-5022.

2.2 Title VI Complaint Procedures.

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes, relating to any program or activity administered by BCRTA or its subrecipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the BCRTA may be utilized for resolution, at any stage of the process. The Title VI Coordinator will make every effort to pursue a resolution to the complaint. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint to the following address:

Title VI Coordinator
Butler County Regional Transit Authority
3045 Moser Court
Hamilton, OH 45011

The following measures will be taken to resolve Title VI complaints:

- 1) A formal complaint must be filed within 180 days of the alleged occurrence. (See Appendix A, Exhibit 2 for BCRTA Title VI complaint form.) Complaints shall be in writing and signed by the individual or his/her representative, and will include the **complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, sex, disability, age), and the date of alleged act(s).** A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
- 2) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the BCRTA Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the BCRTA Title VI Coordinator will assist the complainant in converting the verbal allegations to writing.
- 3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the complainant, within ten (10) days by registered mail.
- 4) If a complaint is deemed incomplete, additional information will be requested, and the complainant will be provided 60 business days to submit the required

information. Failure to do so may be considered good cause for a determination of no investigative merit.

- 5) Within 15 business days from receipt of a complete complaint, the BCRTA will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Executive Director or his/her authorized designee will notify the complainant and respondent, by registered mail, informing them of the disposition.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - b. If the complaint is to be investigated, the notification shall state the grounds of the BCRTA's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 6) When the BCRTA does not have sufficient jurisdiction, the Executive Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7) If the complaint has investigative merit, the Executive Director or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Executive Director within 60 days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
- 8) The Executive Director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.
- 9) If the Complainant is dissatisfied with the BCRTA resolution of the complaint, he/she has the right to file a complaint with the:

Regional Civil Rights Officer
Federal Transit Administration
200 West Adams Street, Suite 320
Chicago, Illinois 60606
Phone: (312) 353-3770
Fax: (312) 886-0351

2.3 Title VI Complaint Form.

See Appendix A: Exhibit 2 for a copy of BCRTA Title VI Complaint Form. The complaint form can also be found on BCRTA website: www.butlercountyrta.com

2.4 Record of Title VI Investigations, Complaints, or Lawsuits.
None.

2.5 Public Participation Plan.

BCRTA operates according to the BCRTA Board of Trustee Policy shown in section 2.6 to 1) notify the public to changes in services and/or fares; 2) solicit public input when **changes are made to transit service and/or fares; and 3) consider public's input when decision regards regarding changes to transit service and/or fares are made.**

When soliciting public input BCRTA engages the practices outlined in FTA Circular 4703.1 "Environmental Justice Policy Guidance for Federal Transit Administration Recipients." In particular, when conducting traditional public meetings BCRTA carefully considers the following elements to ensure full community participation, including EJ populations:

- Convenient and accessible locations
- Visual description techniques
- Inclusion of electronically accessible formats
- Time limits for public speakers
- Time limits for BCRTA personnel
- Room arrangements adaptable to crowd size
- Dedicated personnel and resources for disabled or LEP participants
- Reading levels/literacy
- Description of acronyms
- Reducing content into manageable blocks

BCRTA will also make meaningful efforts to engage the public in non-traditional outreach methods such as partnerships with local community actions agencies, municipalities, informal group meetings and digital media. BCRTA currently maintains supportive engagement relationships with the City of Hamilton, the City of Middletown, and Supports to Encourage Low Income Families (SELF) for the purposes of obtaining public feedback to plans and service changes including those that do not meet the threshold for official comment. BCRTA provides information and communication via Facebook and Twitter:

- www.facebook.com/butlercountyrta
- www.twitter.com/BCRTA

Additionally, BCRTA participates in the local Metropolitan Planning Organization's (Ohio-Kentucky-Indiana Regional Council of Government (OKI)) planning and public participation processes, including the development and updates of the Locally Developed Coordinated Public Transit-Human Services Transportation Plan for the OKI region, a process that includes representative of public, private and nonprofit transportation and human services providers and participation by the public. BCRTA

participation is formalized through an annual Memorandum of Agreement (MOA) between OKI and BCRTA.

See Appendix C for a copy of the MOA and current OKI Public Participation Plan.

2.6 BCRTA POLICY AND PROCEDURE MANUAL

6-16 Public Comment on Fare and Service Changes

Effective Date: 06-15-2011

BCRTA will specifically seek public comment on fare and service changes under any of the following circumstances:

1. Any increase to the full adult fare,
2. Any decrease in service in which 25% or more of the total non-contracted system services (based on revenue service hours) are considered for elimination.

When circumstances dictate the solicitation of public comment, then open public meetings and public hearings will be held. The open public meetings may take the form of monthly regular or monthly special BCRTA Board of Trustee meetings. Citizens attending these public meetings where fare or service is considered will be afforded an opportunity to speak to the Board of Trustees. Letters written or referred to the BCRTA with respect to fare or service changes will also be considered at the public meetings.

Additionally, when the BCRTA proposes to increase the fares or decrease service per any of the above circumstances, at least one (1) public hearing will be held prior to the BCRTA Board of Trustee meeting that adopts the budget incorporating the subject fare or service changes.

The Public Hearing will meet the following criteria:

1. Published public notice will be given as to the date, time, location and purpose of the public hearing;
2. The notice will allow for mailed written public comment in lieu of attendance at the hearing;
3. The public notice will be printed at least 10 calendar days prior to the hearing;
4. The public hearing will be held in a location accessible to persons with mobility disabilities;
5. A record of the proceedings will be made. Transcripts of the proceedings may be obtained at the expense of those requesting such a transcript;
6. Comments from the public will be taken up to the closing time of the public hearing. The hearing shall have a duration of no less than one (1) hour for the collection of public comment, and no individual will take more than five (5) minutes to present a view point, and, or the moderator of the public hearing reserves the right to limit comments to five (5) minutes or less;

7. For the sake of the record, persons submitting comments at the hearing will be asked to provide their name and address.
8. BCRTA officials may make a presentation concerning a fare increase or service reduction;
9. The BCRTA Executive Director, the BCRTA Operations Manager, or the President of the BCRTA Board of Trustees will hold, chair, and moderate the public hearing proceedings.

After the Public Hearing, the BCRTA Executive Director will present a summary of the proceedings to the Board of Trustees. The summary will be communicated prior to the BCRTA Board of Trustee meeting that adopts the budget incorporating the subject fare or service changes.

2.7 Limited English Proficiency (LEP) Four Factor Analysis & Language Assistance Plan.

See Appendix B.

2.8 Membership of Non-Elected Committees and Councils

The BCRTA was created by the Butler County Commissioners in 1994 consistent with Ohio Revised Code 306.32. The originating resolution calls for a nine (9) member Board that serves three (3) year terms. Appointments are the responsibility of the Butler County Commissioners.

17.7% of Butler County 2015 population is considered minority (8.4% black or African American alone; 4.5% Hispanic or Latino alone; 3.0% Asian alone; and 2.2% two or more races).

The current makeup of the BCRTA Board of Trustees is as follows:

	Total	Minority
Male	5	0
Female	2	1 (14.3%)
Vacant	2	NA

2.9 BCRTA Monitoring of Subrecipients

BCRTA has no subrecipients.

2.10 Equity Analysis of Construction Projects.

During the reporting period, BCRTA has not undertaken any construction project that requires an environmental justice analysis.

2.11 Evidence of Board Review and Approval of Title VI Program and Policies.

Appendix A, Exhibit 3 contains the Board resolution indicating review and approval of BCRTA 2014 Title VI Program. The BCRTA Board of Trustees will approve updates to the 2017 plan on February 15, 2017.

3 Service Standards & Policies

BCRTA Board of Trustees continues its leadership commitment in exploring transportation options for Butler County citizens and visitors through a strategy of targeting identified needs through partnerships and coordination with other regional transportation providers. The BCRTA Board of Trustees adopted the following service standards and policies in March 2010 to guide service development:

3.1 Operating Mandates/Board Policy

1. BCRTA will operate with a balanced budget
2. BCRTA will grow its ridership through increased use of existing programs and implementation of new services.
3. BCRTA will leverage its capital resources (facilities and equipment) through community partnerships with qualified organizations.

3.2 Service Design Guidelines

As a result of community input, the BCRTA Board of Trustees has made a leadership commitment to adopting a new mobility paradigm tailored to the unique needs of Butler County. A mobility mission calls for creative transportation strategies that leverage local resources and services to move people efficiently and effectively. The focus is on mobility versus mode.

The BCRTA has committed to explore and build upon the following service categories:

- Community requests wherein the sponsoring agency/jurisdiction is willing to contribute at least 45% of the operating costs;
- Fixed-route park-and-ride services to move workers to/from neighboring counties;
- Customized employer-driven solutions to accessing a larger skilled labor pool;
- Collaborative mobility solutions for improving quality of life for target populations; and
- County connections to Miami University educational opportunities.

3.3 Service Evaluation Factors

Annually the Board of Trustees will monitor and evaluate the following performance metrics:

3.3.1 Performance Metrics by Purpose

1. Safety

Safety Incidents/100,000 vehicle miles (Current Goal: 0.50)

2. Customer-Focus

- Administrative Cost/Vehicle Mile (Current Goal: Not to exceed \$1.15)
- Trips/Capita (2010 population: 368,130) (Current Goal: 0.25)
- Customer Satisfaction (% satisfaction from annual survey) (Current Goal: Greater than average of 90% satisfaction)
- Average General Public Fare (Current Goal: not to exceed \$5.00 per one-way trip)
- Local Contribution: Program Recovery Ratio: (Current Goal: 20-25%)
- On Time Performance (Current Goal: See Below)

3. Foster Service Efficiencies

- Operating Cost/Vehicle Hour (Current Goal: \$50-\$60)
- Operating Cost/Passenger Trip (Current Goal: Less than \$38/trip)

4. Assure Appropriate Allocation of Resources

- Passenger Trips/Vehicle Hour (Current Goal: Greater than 1.3 trips/hour)
- Operating Cost/Vehicle Mile (Current Goal: Less than \$3.85)
- Vehicle Load Factor (Current Goal: See below)

5. Employee Satisfaction

- Percent satisfaction from annual Workplace Strength survey (Current goal: annual improvements and action plan).

3.3.2 BCRTA Service Standards by Mode as of January 1, 2017

3.3.2.1 Vehicle Load

Peak and Off-Peak

Motor Bus	Less than or equal to 1.47 passengers per seat.
Commuter bus	Less than or equal to 1.2 passengers per seat.
Demand Response	Less than or equal to 1.0 passengers per seat.

3.3.2.2 Vehicle Headway

	Peak	Off-Peak
Motor Bus	Less than or equal to 30 minutes.	Less than or equal to 60 minutes.

Commuter bus	Less than or equal to 120 minutes.	Less than or equal to 120 minutes.
--------------	------------------------------------	------------------------------------

Increased vehicle headways shall first be applied to routes with a history of sustainable high load factor.

3.3.2.3 On-Time Performance (OTP)

Peak and Off-Peak

	Acceptable Early	Acceptable Late	Minimum Standard On-Time
Motor Bus	0-1 minutes	0-5 minutes	95%
Commuter bus	0-1 minutes	0-5 minutes	95%
Demand Response	0-15 minutes	0-15 minutes	95%

On-time performance is measured by calculating arrivals at designated time points only.

3.3.2.4 Service Availability

BCRTA regularly evaluates the county-wide trips provided per capita based upon the most recent census data available. BCRTA's current goal is 25%. BCRTA expects to provide more than 80% trips per capita in 2013 due to a significant expansion of service in 2013. BCRTA will re-evaluate this goal in 2014.

	Minimum Distance between Designated Stops
Motor Bus	10 miles
Commuter bus	1 mile

3.3.3 Vehicle Assignment

Currently, BCRTA has 52 revenue vehicles (see Appendix A: Exhibit 4 for BCRTA vehicle roster) to assign to meet service needs. Each morning, the BCRTA Maintenance Manager provides the BCRTA Scheduler with a list of vehicles available for service (identifying fleet scheduled for preventive maintenance and/or repair). The BCRTA Scheduler assigns available vehicles to meet passenger load and wheelchair requirements. Vehicle assignments vary daily. Schedulers are fully trained to cycle all vehicles through all routes and locations to ensure equitable distribution of assets based on age and condition regardless of community or passenger groups.

3.3.4 Transit Amenities

BCRTA operates five (5) commuter bus routes throughout Butler County and four (4) motor bus fixed routes in Oxford, Ohio. The following amenities practice relates to these services. Other than rider guides and other customer information pieces, passenger amenities are not provided for demand response services. BCRTA has two (2) shelters located at the Miami University City of Hamilton campus. A property owner has installed a bus shelter at the Meijer park-and-ride along the Oxford-Hamilton commuter route. Miami University owns, places, and maintains all passenger amenities for fixed route bus service in Oxford, Ohio.

BCRTA recognizes the importance of passenger amenities in providing comfortable and convenient service to system users as well as attracting new ridership. Amenity, as defined for BCRTA purposes is “any physical improvement made to a bus stop or transit facility that contributes to a rider's comfort, access, and/or safety while either waiting to board, boarding or alighting any BCRTA bus.” Amenities will be considered for any BCRTA fixed route and commuter bus service.

There are s (7) specific amenities that BCRTA will consider: bus signage, concrete boarding pads, benches, shelters, trash receptacles, concrete bus pads, and schedule holders. Determining factors that will be used to evaluate whether or not a particular bus stop will be eligible for placement of a specific amenity include but are not limited to: ridership levels, operating characteristics, traffic patterns, terrain, local ordinances or regulations governing the placement of transit amenities, and levels of elderly and disabled boardings.

3.3.4.1 Bus Stop Signage

Bus stop sign area placed to notify passengers where the bus will stop, to provide reference for bus operators, and to assist in marketing the system. To mark the location of all fixed route and commuter bus stops, BCRTA will provide signs and install them free of charge. The bus stop sign:

- Identifies the location as a bus stop
- Includes the number/letter identifier for the bus route (s) using the stop and, when possible, the destination of the route(s)
- Displays the transit information telephone number

There are multiple criteria involved in placing a bus stop sign. Concerns for passenger and public safety, convenience, bus stop visibility and passenger comfort must all be addressed. Signage designating stops will be placed at all BCRTA bus stops.

The following are general guidelines for bus stop sign locations and clearances:

- Every effort will be made to place bus stop signs on an existing utility pole or an existing standard.
- If an existing securement point is unavailable, the sign should be installed on an exclusive standard. In no case should the sign be located closer than 24 inches from the curb back.
- The minimum distance between bus stops is 528 feet (i.e., 1/10 of a mile).
- The bottom of the sign should be seven (7) feet above ground level, and the top should be no higher than 10 feet.

3.3.4.2 Concrete Board Pad Location

Boarding pads should be included at all bus stops that have 25 or more passenger boardings per day.

3.3.4.3 Benches

Bus stops with 25 or more boardings per day can be provided with a concrete boarding pad and a bench.

3.3.4.4 Shelters

Shelters should be provided for bus stops with more than 50 boardings per day. The placement of shelters is preferred to the cap and bench due to its superior protection from the elements. Through local regulations, however, some jurisdictions restrict their use. Each local jurisdiction should be contacted for the placement of a shelter.

3.3.4.5 Caps and Benches

A concrete boarding pad with a cap and bench can be provided for bus stops that have boardings of 50 or more passengers per day where shelters are not permissible due to local ordinance.

3.3.4.6 Trash Receptacles

Bus stops that have either a cap and bench or a shelter should be provided with a trash receptacle. At bus stops without a cap and bench or a shelter, a trash receptacle can be installed if a request has been made, the bus stop has boarding of 25 or more passengers per day and, the jurisdiction, business, or property owner agrees to empty the receptacle as needed, but at least weekly.

3.3.4.7 Schedule Holders

All BCRTA fixed route and commuter buses will contain schedule holders that show bus arrival times and route information at a specific stop. BCRTA will actively seek opportunities to place schedule holders and BCRTA customer information at key locations along its fixed route and commuter bus alignment and at key destinations such as the Butler County Government Services Center. Major Transfer Centers and areas with more than 100 boardings per day should be provided schedule holders.

3.3.4.8 Maintenance of Amenities

Well maintained bus stops and amenities are crucial to the image of BCRTA as well as the jurisdictions in which they are located. Maintenance of each amenity that meets BCRTA requirements and guidelines will be provided by BCRTA. Any damaged or dirty bus stop site or amenity will be immediately corrected to create a positive impression for transit patrons and the general public.

In those cases where a local jurisdiction or private property owner requests installation of a BCRTA amenity even though the minimum requirement cannot be met, it will be the responsibility of the party requesting the amenity to either maintain it or make arrangements with BCRTA to provide maintenance.

Appendix A: Exhibits

Exhibit 1: Summary of BCRTA General Public Transit Services



Ticket Order Form

BCRTA Ride Tickets are just like cash! Use them to pay fare on any BCRTA route!

Date _____

Ordered By

Company: _____

Address: _____

City/State: _____

Zip/Postal Code: _____

Phone: _____

Fax: _____

Contact Name: _____

Contact Email: _____

Deliver to

Company: _____

Address: _____

City/State: _____

Zip/Postal Code: _____

Phone: _____

Fax: _____

Contact Name: _____

Item/Description	Quantity	Unit Price	Amount
\$5 tickets - book of 10	_____	_____	_____
\$2 tickets - book of 10	_____	_____	_____
\$5 ticket	_____	_____	_____
\$2 ticket	_____	_____	_____
<input type="radio"/> Check payable to BCRTA	_____	_____	_____
<input type="radio"/> Money Order/Cashier's Check	_____	_____	_____
<u>Middletown tickets:</u>	_____	_____	_____
\$.60 half-fare	_____	_____	_____
\$1.25 full-fare	_____	_____	_____
\$24 half-fare 40 ride pass	_____	_____	_____
\$50 full-fare 40 ride pass	_____	_____	_____
Minimum \$20 order required	_____	Sub-total	_____
<input type="radio"/> Check payable to MTS	_____	Grand Total	_____
<input type="radio"/> Money Order/Cashier's Check	_____	_____	_____

Check # _____

Sorry, BCRTA cannot accept credit card payments at this time.
Tickets are distributed via US Mail. Please allow 7-12 business days for your order to be processed and arrive.

Important Information

- All passengers must have exact change.
- Dial-A-Ride and ADA buses may arrive up to fifteen (15) minutes before or after the scheduled pickup time under normal circumstances.
- Dial-A-Ride and ADA buses will wait five (5) minutes after arrival for a passenger to board.
- Cancellations must be received one (1) hour before the scheduled pick-up to avoid a charge.
- BCRTA drivers may assist passengers with bags, but they are not permitted to enter private residences.
- Passengers are permitted to carry-on four (4) normal size shopping bags. Bags must be secured in a cargo area to allow all passengers to be seated.
- BCRTA recommends that all passengers wear a safety belt when available. Wheelchairs must be secured in accordance with BCRTA policy.
- Children under the age of twelve (12) must be accompanied by an adult.
- In accordance with Ohio state law, certain children must be secured in an approved safety seat.
- No smoking or electronic cigarettes.
- No eating or drinking.
- Children under the age of five (5) ride for free but must be accompanied by an adult.

**This document is available in
alternative formats or languages
upon request.
513.785.5237**

Title VI Notice of Public Rights • The Butler County Regional Transit Authority
The Butler County Regional Transit Authority (BCRTA) operates all services, routes and accommodations without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the BCRTA of Hamilton, OH and/or the Federal Transit Administration.

For more information on the BCRTA civil rights program, and the procedures to file a complaint, contact (513) 785-5022; or visit our administrative office at 3045 Moser Ct., Hamilton, OH 45011. For more information, visit www.butlercountyrta.com.

A complainant may file a complaint directly with the Federal Transit Administration by completing a Title VI Complaint form and mailing it to the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. If information is needed in another language, contact the BCRTA at (513) 785-5022. Para obtener más información llame a BCRTA al (513) 785-5022.

Effective 09/15



Rider Guide



855.42.BCRTA
513.785.5237
1.800.750.0750 TTY

**Butler County Regional
Transit Authority**

3045 Moser Court
Hamilton, Ohio 45011

www.butlercountyrta.com

Scheduled Routes

Please see individual guides or visit us at www.butlercountyrta.com for detailed information.

Regional Routes

- R1 - Hamilton to Middletown
- R2 - Oxford to Middletown
- R3 - Hamilton to Oxford
- R4 - Hamilton to Tri-County

*See R-Route rider guide for more information

University Routes

- U1 - Campus Core & U1 w/Walmart Flyer
- U2 - Park & Ride
- U3 - Tollgate Loop
- U4 - Health Loop

*See U-Route rider guide for more information

Middletown Routes

- Green Line
- Gold Line
- Blue Line
- Red Line
- Atrium Circulator 6:30 AM to 6:30 PM

*See MTS rider guide for more information

Americans with Disabilities Service (ADA)

BCRTA and MTS provide accessible door-to-door bus service for persons with disabilities that may be unable to ride regular route buses. ADA transportation is available within three quarters of one mile from any regular bus route during regular operating hours of the closest route. Persons requesting ADA service must be approved by BCRTA and meet eligibility requirements. For more information about ADA services or to obtain an application to use ADA services, please visit www.butlercountyrta.com or call 513.785.5237.

Curb-to-Curb Service

NEW FREE Shopping Shuttle! (Hamilton City only)

How it works: BCRTA picks passengers up at their homes or other requested locations and proceeds to shopping destination(s). **Every Monday and Friday pick-ups begin around 9:30 AM and shopping concludes at 12:30 PM.** Reservations open one week prior to trips.

Dial-A-Ride

Dial-A-Ride service is available to the general public. This bus will pick you up in front of your home or other location and take you anywhere in Butler County. Prices per trip range from \$10.00 to \$35.00 based on origin and destination locations. Personal Care attendants always ride for free! Just let the agent know when you make your reservation. Discounts are offered for group trips.

Please make your trip request as early as two (2) weeks in advance and at least three (3) days before you plan to travel. Due to availability, no trips are guaranteed until 3:00 PM a day before you travel.

Fares

Dial-A-Ride/Shopping Shuttle

Dial-A-Ride Fare.....\$10.00 - \$35.00
Shopping Shuttle Free

Scheduled Route Fares

Regional Routes Regular Fare \$2.00
University Routes Regular Fare \$2.00
Miami University students ride R and U Routes for free with ID
Middletown Routes Regular Fare \$1.25

Half Fare

BCRTA \$1.00
MTS \$0.60

As of January 1, 2015 BCRTA and MTS will require all passengers to have an approved half fare application or ADA application on file and display the proper certification cards to receive half fare privileges.

*Medicare cardholders are eligible to receive half fare privileges on all the U & R routes. You will need to complete a half fare application.

General Information

Hours of Operation

BCRTA

- Hours will vary by location
- Trip reservations are accepted from 7:00 AM to 5:00 PM. Just call **513-785-5237!**
- Reservation and cancellation requests may also be emailed to request@butlercountyrta.com

MTS (Middletown Transit System)

- 6:30 AM - 6:30 PM Monday - Friday
- 8:30 AM - 4:30 PM Saturday
- Trip reservations are accepted from 7:00 AM - 5:00 PM.
- Reservation and cancellation requests may also be emailed to request@butlercountyrta.com

BCRTA and MTS do not operate on:

- New Year's Day
- July 4th
- Thanksgiving Day
- Christmas Day
- Memorial Day
- Labor Day*
- *Oxford on abbreviated schedule

Metro's 42X - Cincinnati Park & Ride - \$3.50 One Way Schedules are available at www.butlercountyrta.com or www.go-metro.com. The 42X is a scheduled route between Meijer in West Chester and Downtown Cincinnati. This route is provided by Cincinnati METRO and funded by Butler County RTA.



www.facebook.com/butlercountyrta

Like us on Facebook



www.twitter.com/bcrtat

Follow us on Twitter

All prices and services are subject to change.

Please visit www.butlercountyrta.com for the most current information.

BCRTA operates whenever safely possible. Please call 513-785-5237 or visit www.butlercountyrta.com to check service availability during inclement weather.

1-855-42-BCRTA

Hamilton - Middletown Shuttle: Route R1

Northbound

Times are approximate.

Market St. Station A	6:30am	8:30am	10:30am	12:30pm	2:30pm	4:30pm	6:30pm
High & East	6:32	8:32	10:32	12:32	2:32	4:32	6:32
High & Hancock	6:33	8:33	10:33	12:33	2:33	4:33	6:33
High & Fair	6:34	8:34	10:34	12:34	2:34	4:34	6:34
Princeton Square Apts.	6:35	8:35	10:35	12:35	2:35	4:35	6:35
Wal-Mart/Fairfield Twp.	6:36	8:36	10:36	12:36	2:36	4:36	6:36
Bridgewater Falls	6:37	8:37	10:37	12:37	2:37	4:37	6:37
Butler Tech	6:45am	8:45am	10:45am	12:45pm	2:45pm	4:45pm	6:45pm
SR 4 & Liberty-Fairfield	6:49	8:49	10:49	12:49	2:49	4:49	6:49
Speedway/Monroe Crossings	6:53	8:53	10:53	12:53	2:53	4:53	6:53
Kohl's Distribution Ctr.	6:58am	8:58am	10:58am	12:58pm	2:58pm	4:58pm	6:58pm
Engles Corner	7:05	9:05	11:05	1:05	3:05	5:05	7:05
Main & 9th	7:08	9:08	11:08	1:08	3:08	5:08	7:08
MTS Transit Station	7:10am	9:10am	11:10am	1:10pm	3:10pm	5:10pm	7:10pm
Cincinnati St. CC	7:14am	9:14am	11:14am	1:14pm	3:14pm	5:14pm	7:14pm

Southbound

Times are approximate.

Cincinnati St. CC	7:15am	9:15am	11:15am	1:15pm	3:15pm	5:15pm	7:15pm
MTS Transit Station	7:30am	9:30am	11:30am	1:30pm	3:30pm	5:30pm	7:30pm
9th & Yankee	7:32	9:32	11:32	1:32	3:32	5:32	7:32
9th & Main	7:33	9:33	11:33	1:33	3:33	5:33	7:33
Main & McGuire	7:35	9:35	11:35	1:35	3:35	5:35	7:35
Engles Corner	7:37	9:37	11:37	1:37	3:37	5:37	7:37
Kohl's Distribution Ctr.	7:45am	9:45am	11:45am	1:45pm	3:45pm	5:45pm	7:45pm
Lesourdsville Lake	7:50	9:50	11:50	1:50	3:50	5:50	7:50
Liberty Square	7:54	9:54	11:54	1:54	3:54	5:54	7:54
Butler Tech	8:00am	10:00am	12:00pm	2:00pm	4:00pm	6:00pm	8:00pm
Bridgewater Falls	8:05	10:05	12:05	2:05	4:05	6:05	8:05
Wal-Mart/Fairfield Twp.	8:07	10:07	12:07	2:07	4:07	6:07	8:07
Princeton Square Apts.	8:10	10:10	12:10	2:10	4:10	6:10	8:10
High & Fair	8:12	10:12	12:12	2:12	4:12	6:12	8:12
High & Erie	8:13	10:13	12:13	2:13	4:13	6:13	8:13
High & 7th	8:14	10:14	12:14	2:14	4:14	6:14	8:14
Market St. Station A	8:18am	10:18am	12:18pm	2:18pm	4:18pm	6:18pm	8:18pm

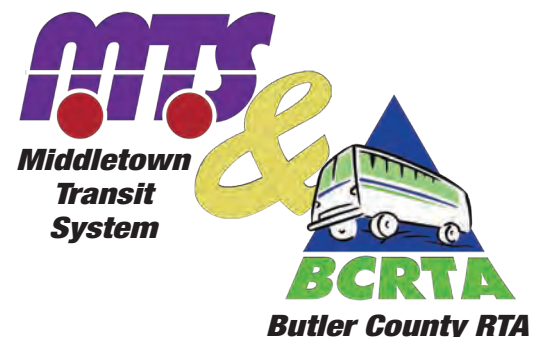
Service Monday through Friday

\$2.00 per one-way trip

Half Fare

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Visit BCRTA at: www.facebook.com/butlercountyrta, www.twitter.com/bcrtat, and www.butlercountyrta.com

Hamilton- Middletown Shuttle Route R1



(513) 785-5237
For Ride Information
Effective January 23, 2017

Service Monday through Friday

Hamilton - Middletown Shuttle Route R1

\$2.00 per one-way trip

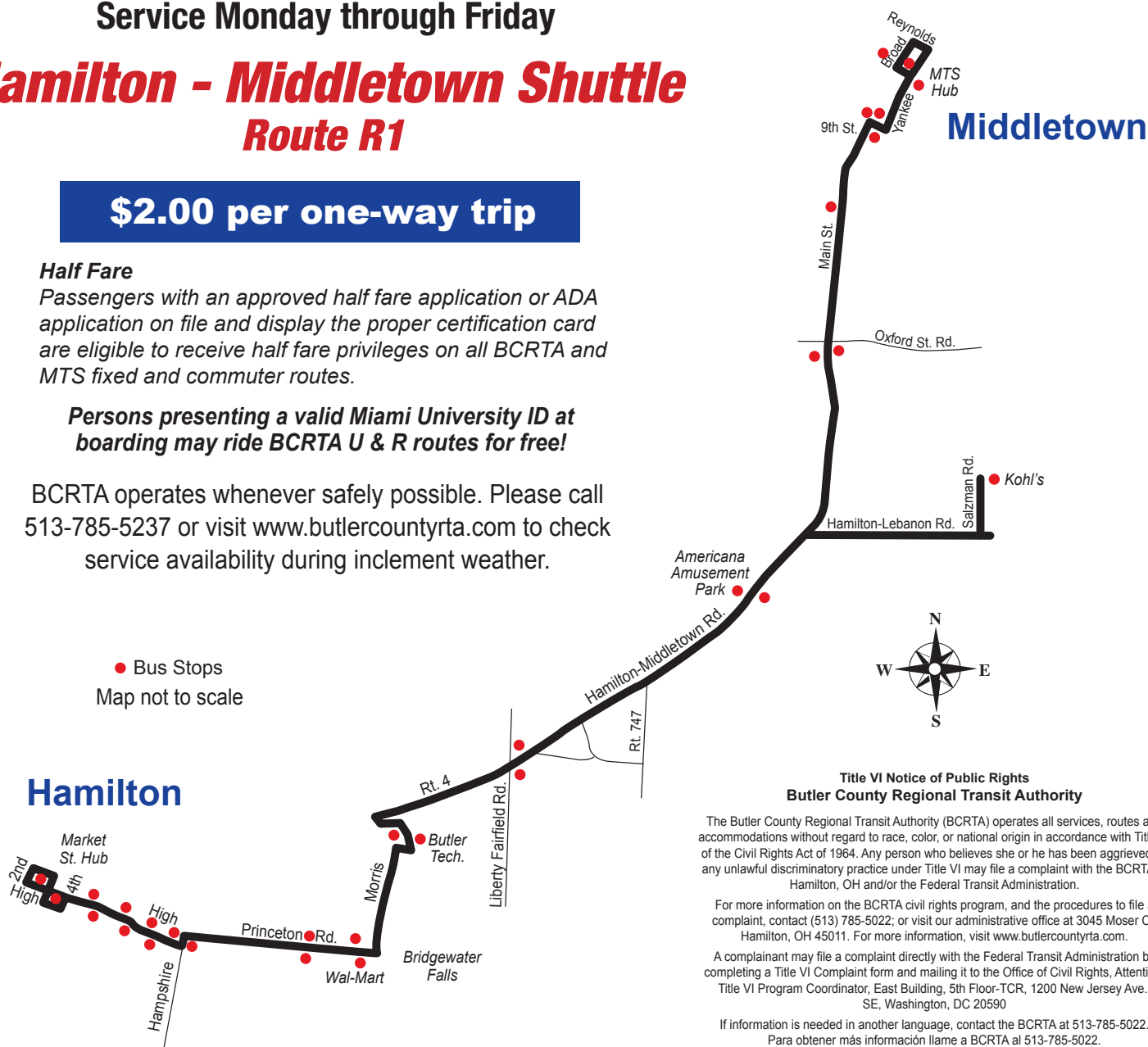
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● Bus Stops
 Map not to scale



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 Para obtener más información llame a BCRTA al 513-785-5022.

Oxford - Middletown Shuttle: Route R2

Monday through Friday, excluding National Holidays

Eastbound

Times are approximate.

Miami Station E	6:30am	8:30am	10:30am	12:30pm	2:30pm	4:30pm	6:30pm
SR 73 & Wayne-Madison	6:50	8:50	10:50	12:50	2:50	4:50	6:50
Trenton Park & Ride	6:55am	8:55am	10:55am	12:55pm	2:55pm	4:55pm	6:55pm
State & 1st (Trenton)	6:56	8:56	10:56	12:56	2:56	4:56	6:56
State & 3rd (Trenton)	6:57	8:57	10:57	12:57	2:57	4:57	6:57
Engles Corner	7:00	9:00	11:00	1:00	3:00	5:00	7:00
Main & 9th	7:04	9:04	11:04	1:04	3:04	5:04	7:04
MTS Transit Station	7:10am	9:10am	11:10am	1:10pm	3:10pm	5:10pm	7:10pm
Dollar General	7:14	9:14	11:14	1:14	3:14	5:14	7:14
Marsh	7:16	9:16	11:16	1:16	3:16	5:16	7:16
University & Park	7:18	9:18	11:18	1:18	3:18	5:18	7:18
MU-Middletown	7:19am	9:19am	11:19am	1:19pm	3:19pm	5:19pm	7:19pm

Westbound

Times are approximate.

MU-Middletown	7:20am	9:20am	11:20am	1:20pm	3:20pm	5:20pm	7:20pm
University & Park	7:23	9:23	11:23	1:23	3:23	5:23	7:23
Shafor & Miami	7:25	9:25	11:25	1:25	3:25	5:25	7:25
MTS Transit Hub	7:40am	9:40am	11:40am	1:40pm	3:40pm	5:40pm	7:40pm
9th & Yankee	7:42	9:42	11:42	1:42	3:42	5:42	7:42
9th & Main	7:43	9:43	11:43	1:43	3:43	5:43	7:43
Main & McGuire	7:45	9:45	11:45	1:45	3:45	5:45	7:45
Engles Corner	7:47	9:47	11:47	1:47	3:47	5:47	7:47
State & 3rd (Trenton)	7:50	9:50	11:50	1:50	3:50	5:50	7:50
State & 2nd (Trenton)	7:51	9:51	11:51	1:51	3:51	5:51	7:51
Trenton Park & Ride	7:55am	9:55am	11:55am	1:55pm	3:55pm	5:55pm	7:55pm
SR 73 & Wayne-Madison	7:56	9:56	11:56	1:56	3:56	5:56	7:56
Cole Services Building	8:12	10:12	12:12	2:12	4:12	6:12	8:12
East Quad	8:13	10:13	12:13	2:13	4:13	6:13	8:13
Farmer School	8:15am	10:15am	12:15pm	2:15pm	4:15pm	6:15pm	8:15pm
Morris Hall	8:18	10:18	12:18	2:18	4:18	6:18	8:18
Miami Station E	8:20am	10:20am	12:20pm	2:20pm	4:20pm	6:20pm	8:20pm

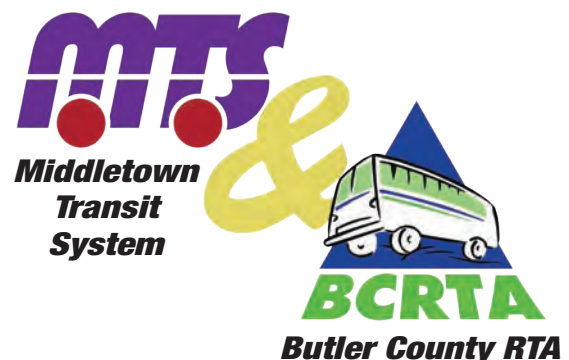
Service Monday through Friday

\$2.00 per one-way trip

Half Fare

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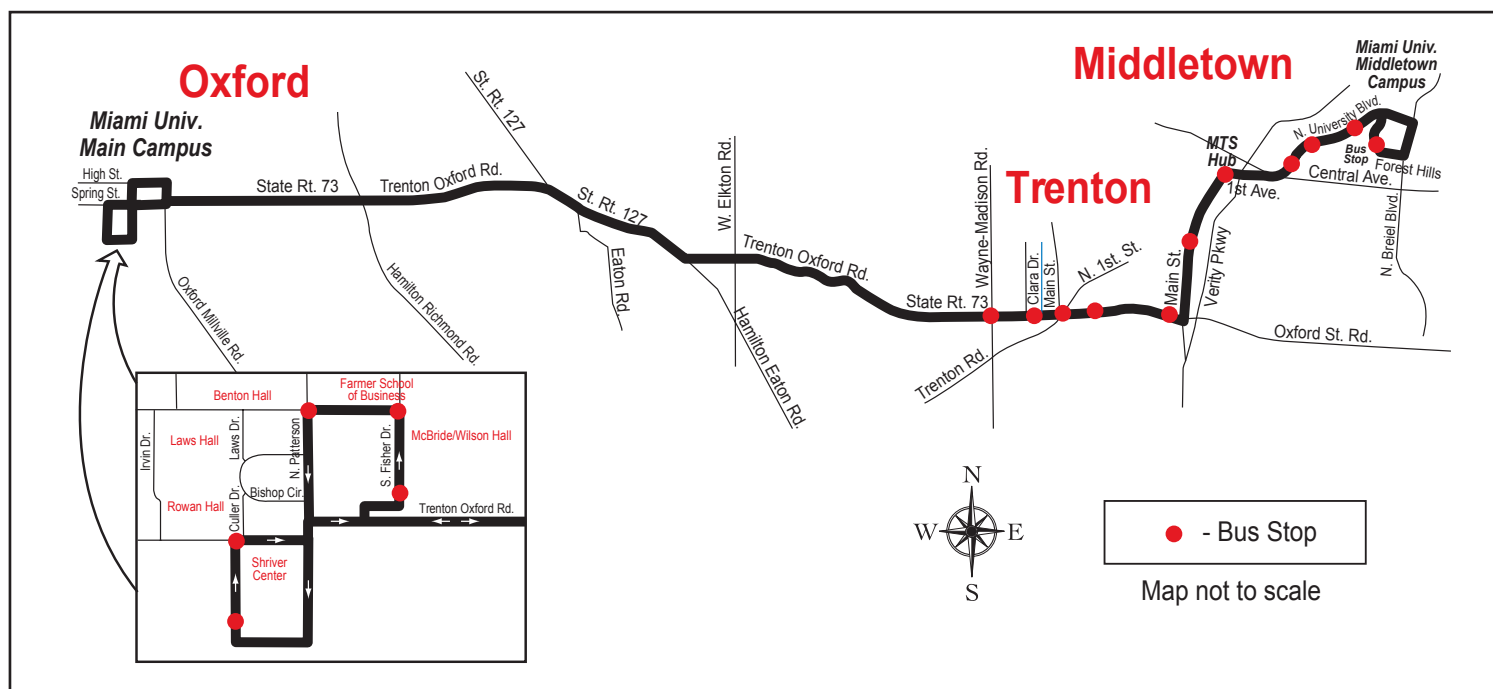
Middletown- Oxford Shuttle Route R2



(513) 785-5237
For Ride Information
Effective January 23, 2017

Middletown - Oxford Shuttle: Route R2 **Service Monday through Friday, Excluding National Holidays**

BCRTA operates whenever safely possible. Please call 513-785-5237 or visit www.butlercountyrta.com to check service availability during inclement weather.



\$2.00 per one-way trip

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Hamilton - Oxford Connector: Route R3

Monday through Friday, effective - January 23, 2017

Northbound

Times are approximate.

Fairfield Crossing P&R	6:05am	7:05am	8:05am	9:05am	10:05am	11:05am	1:05pm	3:05pm	4:05pm	5:05pm	6:05pm	8:06pm	10:05pm
Pleasant & Foster	6:09	7:09	8:09	9:09	10:09	11:09	1:09	3:09	4:09	5:09	6:09	8:09	10:09
Lindenwald Med. Cntr.	6:10	7:10	8:10	9:10	10:10	11:10	1:10	3:10	4:10	5:10	6:10	8:10	10:10
Pleasant & Fairview	6:11	7:11	8:11	9:11	10:11	11:11	1:11	3:11	4:11	5:11	6:11	8:11	10:11
MU-Hamilton	6:15am	7:15am	8:15am	9:15am	10:15am	11:15am	1:15pm	3:15pm	4:15pm	5:15pm	6:15pm	8:15pm	10:15pm
Lane Admin. Bldg.	6:16	7:16	8:16	9:16	10:16	11:16	1:16	3:16	4:16	5:16	6:16	8:16	10:16
Vora Technology Park	6:17	7:17	8:17	9:17	10:17	11:17	1:17	3:17	4:17	5:17	6:17	8:17	10:17
Market St. Station	6:22am	7:22am	8:22am	9:22am	10:22am	11:22am	1:22pm	3:22pm	4:22pm	5:22pm	6:22pm	8:22pm	10:22pm
Main & E	6:25	7:25	8:25	9:25	10:25	11:25	1:25	3:25	4:25	5:25	6:25	8:25	10:25
Main & Lawn	6:27	7:27	8:27	9:27	10:27	11:27	1:27	3:27	4:27	5:27	6:27	8:27	10:27
Main & Brookwood	6:29	7:29	8:29	9:29	10:29	11:29	1:29	3:29	4:29	5:29	6:29	8:29	10:29
Meijer/W. Hamilton P&R	6:35am	7:35am	8:35am	9:35am	10:35am	11:35am	1:35pm	3:35pm	4:35pm	5:35pm	6:35pm	8:35pm	10:35pm
Island Lake Pk./McGonigle	6:42	7:42	8:42	9:42	10:42	11:42	1:42	3:42	4:42	5:42	6:42	8:42	10:42
Morris Hall	6:51	7:51	8:51	9:51	10:51	11:51	1:51	3:51	4:51	5:51	6:51	8:51	10:51
Miami Station E	6:55am	7:55am	8:55am	9:55am	10:55am	11:55am	1:55pm	3:55pm	4:55pm	5:55pm	6:55pm	8:55pm	10:55pm
McGuffey Hall	6:57	7:57	8:57	9:57	10:57	11:57	1:57	3:57	4:57	5:57	6:57	8:57	10:57
Spring & Main	6:58	7:58	8:58	9:58	10:58	11:58	1:58	3:58	4:58	5:58	6:58	8:58	10:58
Main & Walnut/Uptown	6:59am	7:59am	8:59am	9:59am	10:59am	11:59am	1:59pm	3:59pm	4:59pm	5:59pm	6:59pm	8:59pm	10:59pm

Southbound

Times are approximate.

Main & Walnut/Uptown	7:00am	8:00am	9:00am	10:00am	11:00am	12:00pm	2:00pm	4:00pm	5:00pm	6:00pm	7:00pm	9:00pm	11:00pm
Bagel & Deli	7:02	8:02	9:02	10:02	11:02	12:02	2:02	4:02	5:02	6:02	7:02	9:02	11:02
Campus & Walnut	7:03	8:03	9:03	10:03	11:03	12:03	2:03	4:03	5:03	6:03	7:03	9:03	11:03
Hannah House	7:04	8:04	9:04	10:04	11:04	12:04	2:04	4:04	5:04	6:04	7:04	9:04	11:04
Miami Station C	7:10am	8:10am	9:10am	10:10am	11:10am	12:10pm	2:10pm	4:10pm	5:10pm	6:10pm	7:10pm	9:10pm	11:10pm
Island Lake Pk./McGonigle	7:22	8:22	9:22	10:22	11:22	12:22	2:22	4:22	5:22	6:22	7:22	9:22	11:22
Meijer/W. Hamilton P&R	7:30am	8:30am	9:30am	10:30am	11:30am	12:30pm	2:30pm	4:30pm	5:30pm	6:30pm	7:30pm	9:30pm	11:30pm
Main & Brookwood	7:32	8:32	9:32	10:32	11:32	12:32	2:32	4:32	5:32	6:32	7:32	9:32	11:32
Butler Co. Lumber	7:34	8:34	9:34	10:34	11:34	12:34	2:34	4:34	5:34	6:34	7:34	9:34	11:34
Armstead Park	7:36	8:36	9:36	10:36	11:36	12:36	2:36	4:36	5:36	6:36	7:36	9:36	11:36
Market St. Station	7:38am	8:38am	9:38am	10:38am	11:38am	12:38pm	2:38pm	4:38pm	5:38pm	6:38pm	7:38pm	9:38pm	11:38pm
Vora Technology Park	7:43	8:43	9:43	10:43	11:43	12:43	2:43	4:43	5:43	6:43	7:43	9:43	11:43
University Hall	7:44	8:44	9:44	10:44	11:44	12:44	2:44	4:44	5:44	6:44	7:44	9:44	11:44
MU-Hamilton	7:45am	8:45am	9:45am	10:45am	11:45am	12:45pm	2:45pm	4:45pm	5:45pm	6:45pm	7:45pm	9:45pm	11:45pm
Pleasant & Fairview	7:48	8:48	9:48	10:48	11:48	12:48	2:48	4:48	5:48	6:48	7:48	9:48	11:48
Lindenwald Med. Cntr.	7:49	8:49	9:49	10:49	11:49	12:49	2:49	4:49	5:49	6:49	7:49	9:49	11:49
Pleasant & Foster	7:50	8:50	9:50	10:50	11:50	12:50	2:50	4:50	5:50	6:50	7:50	9:50	11:50
Fairfield Crossing P&R	7:55am	8:55am	9:55am	10:55am	11:55am	12:55pm	2:55pm	4:55pm	5:55pm	6:55pm	7:55pm	9:55pm	11:55pm

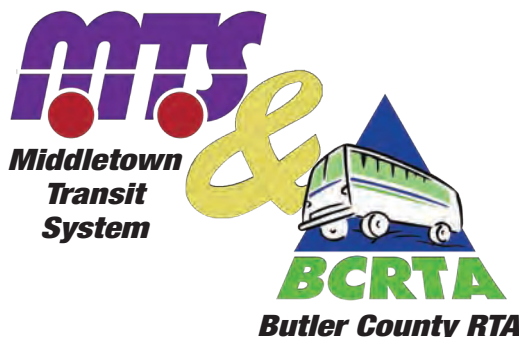
Service Monday through Friday

\$2.00 per one-way trip

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Hamilton-Oxford Connector Route R3 -



Butler County RTA

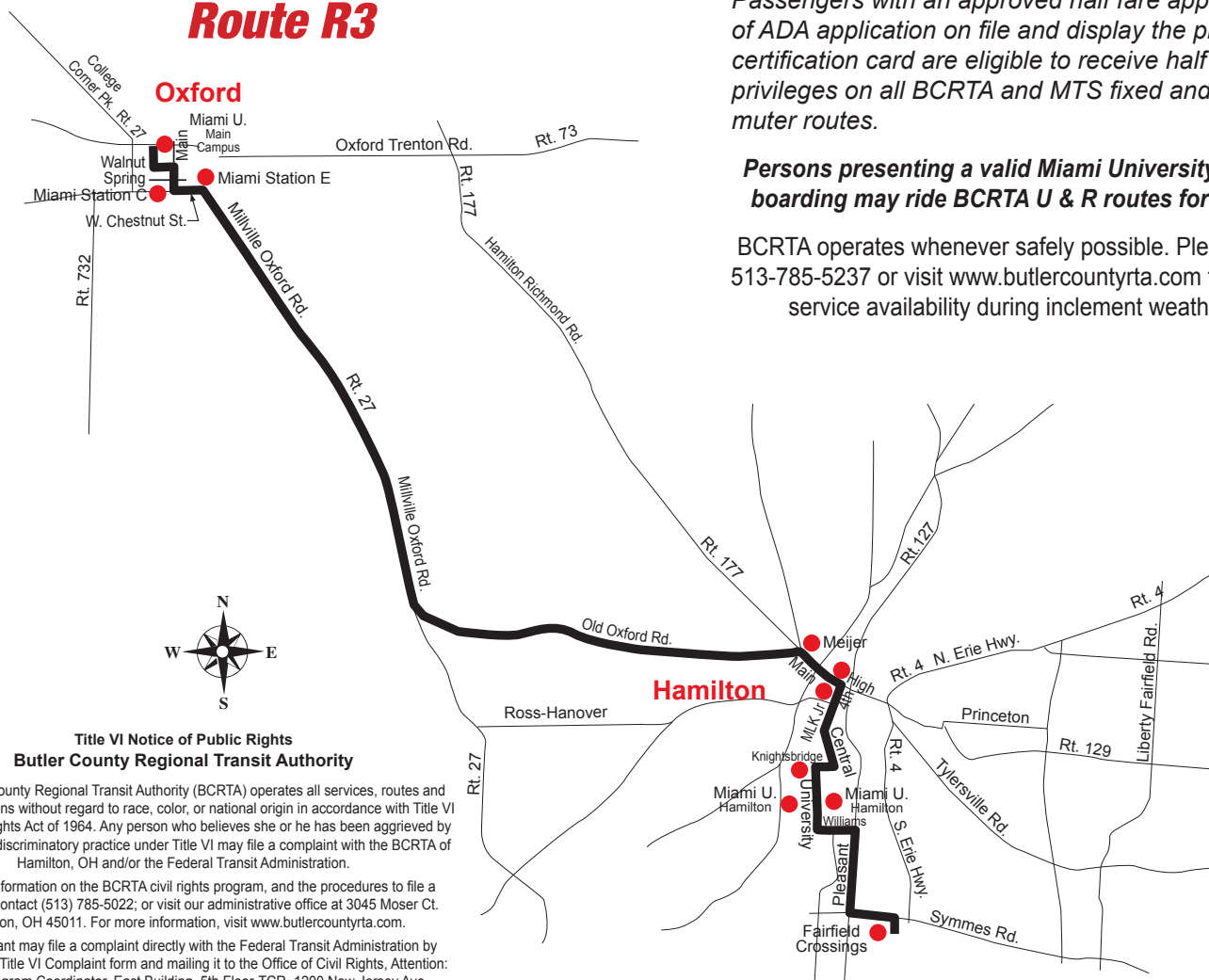
(513) 785-5237

For Ride Information

Effective - January 23, 2017

Service Monday through Friday

Hamilton - Oxford Connector Route R3



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Tri-County Shuttle: Route R4

Outbound

Times are approximate.

Market St. Station B	6:30am	8:30am	10:30am	12:30pm	2:30pm	4:30pm	6:30pm
Front & Court	6:32	8:32	10:32	12:32	2:32	4:32	6:32
Front & Wilson	6:33	8:33	10:33	12:33	2:33	4:33	6:33
Pershing & 2nd	6:34	8:34	10:34	12:34	2:34	4:34	6:34
Central & Chestnut	6:35	8:35	10:35	12:35	2:35	4:35	6:35
Central & Hanover	6:36	8:36	10:36	12:36	2:36	4:36	6:36
Hanover & East	6:38	8:38	10:38	12:38	2:38	4:38	6:38
Hanover & 14th	6:40am	8:40am	10:40am	12:40pm	2:40pm	4:40pm	6:40pm
Erie & Grand	6:42	8:42	10:42	12:42	2:42	4:42	6:42
McDonald's/Erie Blvd.	6:43	8:43	10:43	12:43	2:43	4:43	6:43
Dixie & Bobmeyer	6:44	8:44	10:44	12:44	2:44	4:44	6:44
Dixie & Corwin	6:46	8:46	10:46	12:46	2:46	4:46	6:46
Fairfield Crossing P&R	6:55am	8:55am	10:55am	12:55pm	2:55pm	4:55pm	6:55pm
Dixie & Hicks	6:57	8:57	10:57	12:57	2:57	4:57	6:57
Dixie & Nilles	6:58	8:58	10:58	12:58	2:58	4:58	6:58
Dixie & Boehm	6:59	8:59	10:59	12:59	2:59	4:59	6:59
Dixie & Gilmore	7:00	9:00	11:00	1:00	3:00	5:00	7:00
Gilmore & Resor	7:02	9:02	11:02	1:02	3:02	5:02	7:02
Meijer/Fairfield	7:05	9:05	11:05	1:05	3:05	5:05	7:05
Forest Park Park & Ride	7:10am	9:10am	11:10am	1:10pm	3:10pm	5:10pm	7:10pm
Winton Kemper Plaza	7:12	9:12	11:12	1:12	3:12	5:12	7:12
Kemper & Springfield	7:14	9:14	11:14	1:14	3:14	5:14	7:14
Northland & Tri-County	7:17	9:17	11:17	1:17	3:17	5:17	7:17
Kemper & Jake Sweeney	7:18	9:18	11:18	1:18	3:18	5:18	7:18
Tri-County Mall	7:21am	9:21am	11:21am	1:21pm	3:21pm	5:21pm	7:21pm

Inbound

Times are approximate.

Tri-County Mall	7:30am	9:30am	11:30am	1:30pm	3:30pm	5:30pm	7:30pm
Kemper & Jake Sweeney	7:32	9:32	11:32	1:32	3:32	5:32	7:32
Northland & Tri-County	7:34	9:34	11:34	1:34	3:34	5:34	7:34
Kemper & Hanover	7:38	9:38	11:38	1:38	3:38	5:38	7:38
Forest Park Park & Ride	7:45am	9:45am	11:45am	1:45pm	3:45pm	5:45pm	7:45pm
Meijer/Fairfield	7:49	9:49	11:49	1:49	3:49	5:49	7:49
Gilmore & Annandale	7:52	9:52	11:52	1:52	3:52	5:52	7:52
Dixie & Jungle Jim	7:55	9:55	11:55	1:55	3:55	5:55	7:55
Dixie & Stadium	7:56	9:56	11:56	1:56	3:56	5:56	7:56
Dixie & Donald	7:57	9:57	11:57	1:57	3:57	5:57	7:57
Dixie & Hicks	7:58	9:58	11:58	1:58	3:58	5:58	7:58
Fairfield Crossing P&R	8:05am	10:05am	12:05pm	2:05pm	4:05pm	6:05pm	8:05pm
Dixie & Corwin	8:07	10:07	12:07	2:07	4:07	6:07	8:07
Dixie & Laurel	8:09	10:09	12:09	2:09	4:09	6:09	8:09
Hamilton Crossings	8:12am	10:12am	12:12pm	2:12pm	4:12pm	6:12pm	8:12pm
Kroger/Erie Blvd.	8:14	10:14	12:14	2:14	4:14	6:14	8:14
Hanover & 14th	8:15am	10:15am	12:15pm	2:15pm	4:15pm	6:15pm	8:15pm
Hanover & East	8:16	10:16	12:16	2:16	4:16	6:16	8:16
Hanover & MLK	8:17	10:17	12:17	2:17	4:17	6:17	8:17
Central & Walnut	8:18	10:18	12:18	2:18	4:18	6:18	8:18
Pershing & 2nd	8:19	10:19	12:19	2:19	4:19	6:19	8:19
Front & Wilson	8:20	10:20	12:20	2:20	4:20	6:20	8:20
County Courthouse	8:21	10:21	12:21	2:21	4:21	6:21	8:21
Market St. Station B	8:23am	10:23am	12:23pm	2:23pm	4:23pm	6:23pm	8:23pm

Persons presenting a valid Miami University ID at boarding may ride regional BCRTA routes for free!
Service Monday through Friday

\$2.00 per one-way trip

Half Fare

Elderly passengers, disabled passengers, and Medicare cardholders are eligible to pay half fare on all BCRTA U & R routes and also on MTS Blue, Gold, Green and Red routes.

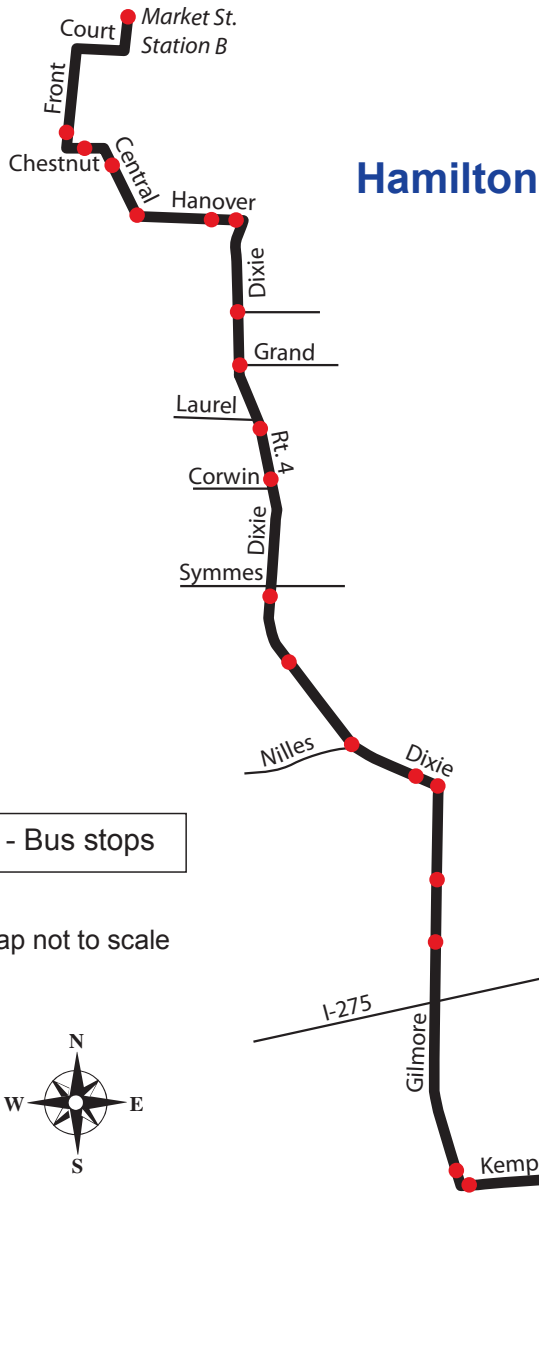


Visit BCRTA at: www.facebook.com/butlercountyrta, www.twitter.com/bcrtat, and www.butlercountyrta.com

Tri-County Shuttle Route R4



(513) 785-5237
For Ride Information
Effective January 30, 2017



Service Monday through Friday

Tri-County Shuttle Route R4

\$2.00 per one-way trip

Half Fare

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Job Connector: Route R6

Outbound

Times are approximate.

Market St. Station B	-	6:30am	8:30am	10:30am	12:30pm	2:30pm	4:30pm	6:30pm	8:30pm
Front & Court	-	6:32	8:32	10:32	12:32	2:32	4:32	6:32	8:32
Front & Wilson	-	6:33	8:33	10:33	12:33	2:33	4:33	6:33	8:33
Front & Chestnut	-	6:34	8:34	10:34	12:34	2:34	4:34	6:34	8:34
Hanover & 2nd	-	6:35	8:35	10:35	12:35	2:35	4:35	6:35	8:35
Hanover & East	-	6:37	8:37	10:37	12:37	2:37	4:37	6:37	8:37
Hanover & 14th	-	6:38am	8:38am	10:38am	12:38pm	2:38pm	4:38pm	6:38pm	8:38pm
Kroger/Grand Ave.	-	6:40	8:40	10:40	12:40	2:40	4:40	6:40	8:40
Five Points	-	6:42	8:42	10:42	12:42	2:42	4:42	6:42	8:42
Hamilton Enterprise Park/Bethesda	-	6:45am	8:45am	10:45am	12:45pm	2:45pm	4:45pm	6:45pm	8:45pm
Hamilton Enterprise Park/BCRTA	4:46	6:46	8:46	10:46	12:46	2:46	4:46	6:46	8:46
Symmes & Enterprise	4:52	6:52	8:52	10:52	12:52	2:52	4:52	6:52	8:52
Bilstein & Symmes	4:54	6:54	8:54	10:54	12:54	2:54	4:54	6:54	8:54
ThyssenKrupp	4:55	6:55	8:55	10:55	12:55	2:55	4:55	6:55	8:55
Port Union & Profit	4:59	6:59	8:59	10:59	12:59	2:59	4:59	6:59	8:59
Port Union & Seward	5:01	7:01	9:01	11:01	1:01	3:01	5:01	7:01	9:01
Koch Foods	5:02	7:02	9:02	11:02	1:02	3:02	5:02	7:02	9:02
Port Union & LeSaint	5:03	7:03	9:03	11:03	1:03	3:03	5:03	7:03	9:03
Port Union & Goldpark	5:04	7:04	9:04	11:04	1:04	3:04	5:04	7:04	9:04
SR-747 & Rialto	5:06	7:06	9:06	11:06	1:06	3:06	5:06	7:06	9:06
SR-747 & Devitt	5:09	7:09	9:09	11:09	1:09	3:09	5:09	7:09	9:09
Crescentville & Chesterdale	5:12	7:12	9:12	11:12	1:12	3:12	5:12	7:12	9:12
Chesterdale & Kemper	5:14	7:14	9:14	11:14	1:14	3:14	5:14	7:14	9:14
Tri-County Mall		5:18am	7:18am	9:18am	11:18am	1:18pm	3:18pm	5:18pm	7:18pm

Inbound

Times are approximate.

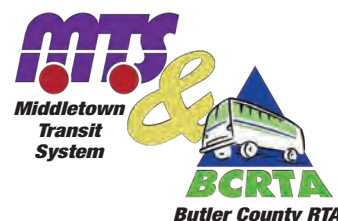
Tri-County Mall	5:30am	7:30am	9:30am	11:30am	1:30pm	3:30pm	5:30pm	7:30pm	9:30pm
Chesterdale & Kemper	5:33	7:33	9:33	11:33	1:33	3:33	5:33	7:33	9:33
Crescentville & Chesterdale	5:35	7:35	9:35	11:35	1:35	3:35	5:35	7:35	9:35
AdvancePierre Foods	5:38	7:38	9:38	11:38	1:38	3:38	5:38	7:38	9:38
SR-747 & Rialto	5:40	7:40	9:40	11:40	1:40	3:40	5:40	7:40	9:40
Port Union & Golpark	5:42	7:42	9:42	11:42	1:42	3:42	5:42	7:42	9:42
Port Union & LeSaint	5:43	7:43	9:43	11:43	1:43	3:43	5:43	7:43	9:43
Koch Foods	5:44	7:44	9:44	11:44	1:44	3:44	5:44	7:44	9:44
Port Union & Seward	5:45	7:45	9:45	11:45	1:45	3:45	5:45	7:45	9:45
Port Union & Industrial	5:47	7:47	9:47	11:47	1:47	3:47	5:47	7:47	9:47
ThyssenKrupp	5:50	7:50	9:50	11:50	1:50	3:50	5:50	7:50	9:50
Fin-Pan	5:51	7:51	9:51	11:51	1:51	3:51	5:51	7:51	9:51
Symmes & Enterprise	5:53	7:53	9:53	11:53	1:53	3:53	5:53	7:53	9:53
Hamilton Enterprise Park/BCRTA	6:00	8:00	10:00	12:00	2:00	4:00	6:00	8:00	-
Hamilton Enterprise Park/Bethesda	6:05am	8:05am	10:05am	12:05pm	2:05pm	4:05pm	6:05pm	8:05pm	-
Five Points	6:08	8:08	10:08	12:08	2:08	4:08	6:08	8:08	-
Grand & Erie	6:10	8:10	10:10	12:10	2:10	4:10	6:10	8:10	-
Hanover & 14th	6:13am	8:13am	10:13am	12:13pm	2:13pm	4:13pm	6:13pm	8:13pm	-
Hanover & East	6:14	8:14	10:14	12:14	2:14	4:14	6:14	8:14	-
Hanover & MLK	6:15	8:15	10:15	12:15	2:15	4:15	6:15	8:15	-
Washington & 2nd	6:17	8:17	10:17	12:17	2:17	4:17	6:17	8:17	-
Front & Chestnut	6:18	8:18	10:18	12:18	2:18	4:18	6:18	8:18	-
Front & Wilson	6:19	8:19	10:19	12:19	2:19	4:19	6:19	8:19	-
County Courthouse	6:20	8:20	10:20	12:20	2:20	4:20	6:20	8:20	-
Market St. Station B	6:22am	8:22am	10:22am	12:22pm	2:22pm	4:22pm	6:22pm	8:22pm	-

Persons presenting a valid Miami University ID at boarding may ride regional BCRTA routes for free!
Service Monday through Friday

\$2.00 per one-way trip

Half Fare

Passengers with an approved half fare application or ADA application on file and display the proper certification cards are eligible to receive half fare privileges on all BCRTA and MTS fixed and commuter routes.



Visit BCRTA at: www.facebook.com/butlercountyrta, www.twitter.com/bcrtat, and www.butlercountyrta.com

Job Connector

Route R6



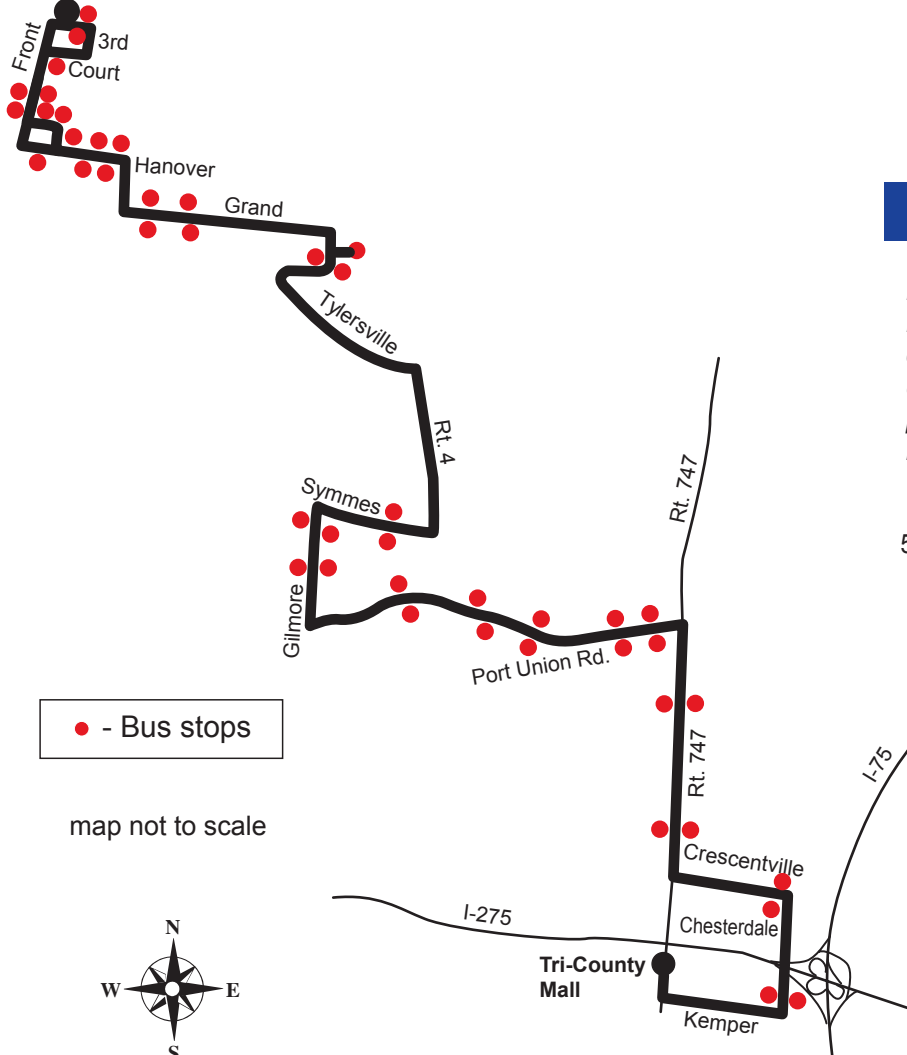
Generously funded in part by:



(513) 785-5237
For Ride Information
Effective January 30, 2017

Hamilton

Market Street Hub



Service Monday through Friday

Job Connector

Route R6

\$2.00 per one-way trip

Half Fare

Passengers with an approved half fare application or ADA application on file and display the proper certification cards are eligible to receive half fare privileges on all BCRTA and MTS fixed and commuter routes.

BCRTA operates whenever safely possible. Please call 513-785-5237 or visit www.butlercountyrta.com to check service availability during inclement weather.

Title VI Notice of Public Rights Butler County Regional Transit Authority

The Butler County Regional Transit Authority (BCRTA) operates all services, routes and accommodations without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the BCRTA of Hamilton, OH and/or the Federal Transit Administration.

For more information on the BCRTA civil rights program, and the procedures to file a complaint, contact (513) 785-5022; or visit our administrative office at 3045 Moser Ct. Hamilton, OH 45011. For more information, visit www.butlercountyrta.com.

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U1 - Campus Core U1W - Walmart Flyer

Weekdays

	Farmer School	Benton Hall	High & University	Uptown Park	High & Locust**	CCP & Meanees Wrg	Walmart	CCP & Meanees Eps	Taco Bell	Kroger	Miami Preserve	Stewart Square	Mian & Spring	Hannah House	Miami Station B	Cole Services Bldg	East Quad	Farmer School
U1	6:42 AM	6:47 AM	6:47 AM	-	-	-	-	6:50 AM	-	6:57 AM	-	6:57 AM	-	7:00 AM	-	7:00 AM	-	7:00 AM
	7:12 AM	7:17 AM	7:17 AM	-	-	-	-	7:20 AM	-	7:27 AM	-	7:27 AM	-	7:30 AM	-	7:30 AM	-	7:30 AM
	7:42 AM	7:47 AM	7:47 AM	-	-	-	-	7:50 AM	-	7:57 AM	-	7:57 AM	-	8:00 AM	-	8:00 AM	-	8:00 AM
	8:12 AM	8:17 AM	8:17 AM	-	-	-	-	8:20 AM	-	8:27 AM	-	8:27 AM	-	8:30 AM	-	8:30 AM	-	8:30 AM
	8:42 AM	8:47 AM	8:47 AM	-	-	-	-	8:50 AM	-	8:57 AM	-	8:57 AM	-	9:00 AM	-	9:00 AM	-	9:00 AM
	9:12 AM	9:17 AM	9:17 AM	-	-	-	-	9:05 AM	-	9:12 AM	-	9:12 AM	-	9:15 AM	-	9:15 AM	-	9:15 AM
	9:27 AM	9:32 AM	9:32 AM	-	-	-	-	9:35 AM	-	9:42 AM	-	9:42 AM	-	9:45 AM	-	9:45 AM	-	9:45 AM
	9:42 AM	9:47 AM	9:47 AM	-	-	-	-	9:50 AM	-	9:57 AM	-	9:57 AM	-	10:00 AM	-	10:00 AM	-	10:00 AM
	9:57 AM	10:02 AM	10:02 AM	-	-	-	-	10:05 AM	-	10:12 AM	-	10:12 AM	-	10:15 AM	-	10:15 AM	-	10:15 AM
	10:12 AM	10:17 AM	10:17 AM	-	-	-	-	10:20 AM	-	10:27 AM	-	10:27 AM	-	10:30 AM	-	10:30 AM	-	10:30 AM
	10:27 AM	10:32 AM	10:32 AM	-	-	-	-	10:35 AM	-	10:42 AM	-	10:42 AM	-	10:45 AM	-	10:45 AM	-	10:45 AM
	10:42 AM	10:47 AM	10:47 AM	-	-	-	-	10:50 AM	-	10:57 AM	-	10:57 AM	-	11:00 AM	-	11:00 AM	-	11:00 AM
	10:57 AM	11:02 AM	11:02 AM	-	-	-	-	11:05 AM	-	11:12 AM	-	11:12 AM	-	11:15 AM	-	11:15 AM	-	11:15 AM
	11:12 AM	11:17 AM	11:17 AM	-	-	-	-	11:20 AM	-	11:27 AM	-	11:27 AM	-	11:30 AM	-	11:30 AM	-	11:30 AM
	11:27 AM	11:32 AM	11:32 AM	-	-	-	-	11:35 AM	-	11:42 AM	-	11:42 AM	-	11:45 AM	-	11:45 AM	-	11:45 AM
	11:42 AM	11:47 AM	11:47 AM	-	-	-	-	11:50 AM	-	11:57 AM	-	11:57 AM	-	12:00 PM	-	12:00 PM	-	12:00 PM
	11:57 AM	12:02 AM	12:02 AM	-	-	-	-	12:05 AM	-	12:12 PM	-	12:12 PM	-	12:15 PM	-	12:15 PM	-	12:15 PM
	12:12 PM	12:17 PM	12:17 PM	-	-	-	-	12:20 PM	-	12:27 PM	-	12:27 PM	-	12:30 PM	-	12:30 PM	-	12:30 PM
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	1:12 PM	1:17 PM	1:17 PM	-	-	-	-	1:20 PM	-	1:27 PM	-	1:27 PM	-	1:30 PM	-	1:30 PM	-	1:30 PM
	1:27 PM	1:32 PM	1:32 PM	-	-	-	-	1:35 PM	-	1:42 PM	-	1:42 PM	-	1:45 PM	-	1:45 PM	-	1:45 PM
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	3:27 PM	3:32 PM	3:32 PM	-	-	-	-	3:35 PM	-	3:42 PM	-	3:42 PM	-	3:45 PM	-	3:45 PM	-	3:45 PM
	3:42 PM	3:47 PM	3:47 PM	-	-	-	-	3:50 PM	-	3:57 PM	-	3:57 PM	-	4:00 PM	-	4:00 PM	-	4:00 PM
	3:57 PM	4:02 PM	4:02 PM	-	-	-	-	4:05 PM	-	4:12 PM	-	4:12 PM	-	4:15 PM	-	4:15 PM	-	4:15 PM
	4:12 PM	4:17 PM	4:17 PM	-	-	-	-	4:20 PM	-	4:27 PM	-	4:27 PM	-	4:30 PM	-	4:30 PM	-	4:30 PM
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	4:42 PM	4:47 PM	4:47 PM	-	-	-	-	4:50 PM	-	4:57 PM	-	4:57 PM	-	5:00 PM	-	5:00 PM	-	5:00 PM
U1W	5:02 PM	5:06 PM	-	5:14 PM	-	-	-	5:20 PM	-	5:27 PM	-	5:27 PM	-	5:30 PM	-	5:30 PM	-	5:30 PM
	5:32 PM	5:36 PM	-	5:44 PM	-	-	-	5:50 PM	-	5:57 PM	-	5:57 PM	-	6:00 PM	-	6:00 PM	-	6:00 PM
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	6:32 PM	6:36 PM	-	6:44 PM	-	-	-	6:50 PM	-	6:57 PM	-	6:57 PM	-	7:00 PM	-	7:00 PM	-	7:00 PM
	7:02 PM	7:06 PM	-	7:14 PM	-	-	-	7:20 PM	-	7:27 PM	-	7:27 PM	-	7:30 PM	-	7:30 PM	-	7:30 PM
	7:32 PM	7:36 PM	-	7:44 PM	-	-	-	7:50 PM	-	7:57 PM	-	7:57 PM	-	8:00 PM	-	8:00 PM	-	8:00 PM
	8:02 PM	8:06 PM	-	8:14 PM	-	-	-	8:20 PM	-	8:27 PM	-	8:27 PM	-	8:30 PM	-	8:30 PM	-	8:30 PM
	8:32 PM	8:36 PM	-	8:44 PM	-	-	-	8:50 PM	-	8:57 PM	-	8:57 PM	-	9:00 PM	-	9:00 PM	-	9:00 PM
	9:02 PM	9:06 PM	-	9:14 PM	-	-	-	9:20 PM	-	9:27 PM	-	9:27 PM	-	9:30 PM	-	9:30 PM	-	9:30 PM
	9:32 PM	9:36 PM	-	9:44 PM	-	-	-	9:50 PM	-	9:57 PM	-	9:57 PM	-	10:00 PM	-	10:00 PM	-	10:00 PM

Weekends

U1W	12:02 PM	12:06 PM	-	12:14 PM	-	-	-	12:20 PM	-	12:27 PM	-	12:27 PM	-	12:30 PM	-	12:30 PM	-	12:30 PM
	12:32 PM	12:36 PM	-	12:44 PM	-	-	-	12:50 PM	-	12:57 PM	-	12:57 PM	-	1:00 PM	-	1:00 PM	-	1:00 PM
	1:02 PM	1:06 PM	-	1:14 PM	-	-	-	1:20 PM	-	1:27 PM	-	1:27 PM	-	1:30 PM	-	1:30 PM	-	1:30 PM
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	3:02 PM	3:06 PM	-	3:14 PM	-	-	-	3:20 PM	-	3:27 PM	-	3:27 PM	-	3:30 PM	-	3:30 PM	-	3:30 PM
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	4:02 PM	4:06 PM	-	4:14 PM	-	-	-	4:20 PM	-	4:27 PM	-	4:27 PM	-	4:30 PM	-	4:30 PM	-	4:30 PM
	4:32 PM	4:36 PM	-	4:44 PM	-	-	-	4:50 PM	-	4:57 PM	-	4:57 PM	-	5:00 PM	-	5:00 PM	-	5:00 PM
	5:02 PM	5:06 PM	-	5:14 PM	-	-	-	5:20 PM	-	5:27 PM	-	5:27 PM	-	5:30 PM	-	5:30 PM	-	5:30 PM
	5:32 PM	5:36 PM	-	5:44 PM	-	-	-	5:50 PM	-	5:57 PM	-	5:57 PM	-	6:00 PM	-	6:00 PM	-	6:00 PM
	6:02 PM	6:06 PM	-	6:14 PM	-	-	-	6:20 PM	-	6:27 PM	-	6:27 PM	-	6:30 PM	-	6:30 PM	-	6:30 PM
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	9:32 PM	9:36 PM	-	9:44 PM	-	-	-	9:50 PM	-	9:57 PM	-	9:57 PM	-	10:00 PM	-	10:00 PM	-	10:00 PM

Friday/Saturday Only

U1	10:12 PM	10:17 PM	-	-	-	-	-	10:20 PM	-	10:27 PM	-	10:27 PM	-	10:30 PM	-	10:30 PM	-	10:30 PM
	10:42 PM	10:47 PM	-	-	-	-	-	10:50 PM	-	10:57 PM	-	10:57 PM	-	11:00 PM	-	11:00 PM	-	11:00 PM
	11:12 PM	11:17 PM	-	-	-	-	-	11:20 PM	-	11:27 PM	-	11:27 PM	-	11:30 PM	-	11:30 PM	-	11:30 PM
	11:42 PM	11:47 PM	-	-	-	-	-	11:50 PM	-	11:57 PM	-	11:57 PM	-	12:00 AM	-	12:00 AM	-	12:00 AM
	12:12 AM	12:17 AM	-	-	-	-	-	12:20 AM	-	12:27 AM	-	12:27 AM	-	12:30 AM	-	12:30 AM	-	12:30 AM
	12:42 AM	12:47 AM	-	-	-	-	-	12:50 AM	-	12:57 AM	-	12:57 AM	-	1:00 AM	-	1:00 AM	-	1:00 AM
	1:12 AM	1:17 AM	-	-	-	-	-	1:20 AM	-	1:27 AM	-	1:27 AM	-	1:30 AM	-	1:30 AM	-	1:30 AM
	1:42 AM	1:47 AM	-	-	-	-	-	1:50 AM	-	1:57 AM	-	1:57 AM	-	2:00 AM	-	2:00 AM	-	2:00 AM
	2:12 AM	2:17 AM	-	-	-	-	-	2:20 AM	-	2:27 AM	-	2:27 AM	-	2:30 AM	-	2:30 AM	-	2:30 AM
	2:42 AM	2:47 AM	-	-	-	-	-	2:50 AM	-	2:57 AM	-	2:57 AM	-	3:00 AM	-	3:00 AM	-	3:00 AM

*Indicates stop only served on U1W
**Indicates stop only served on U1

U2 - Park & Ride CCW

Weekdays

	Chestnut Fields P&R	Chestnut Plaza Apts	Morris Hall	Miami Station D	Dinner P&R	Cole Services Bldg	East Quad	Farmer School	Benton Hall	Talawanda & Winrow	Brandon Hall	Millet Hall P&R	Talawanda & Sycamore	Talawanda & Church	High & University	Campus & Walnut	S Campus Garage	Campus & Chestnut	Chestnut & Main	Chestnut Fields P&R
6:00 AM			6:05 AM	6:10 AM		6:15 AM						6:20 AM				6:25 AM				6:30 AM
6:18 AM			6:23 AM	6:28 AM		6:33 AM						6:38 AM				6:43 AM				6:48 AM
6:36 AM			6:41 AM	6:46 AM		6:51 AM						6:56 AM				7:01 AM				7:06 AM
6:54 AM			6:59 AM	7:04 AM		7:09 AM						7:14 AM				7:19 AM				7:24 AM
7:12 AM			7:17 AM	7:22 AM		7:27 AM						7:32 AM				7:37 AM				7:42 AM
7:30 AM			7:35 AM	7:40 AM		7:45 AM						7:50 AM				7:55 AM				8:00 AM
7:48 AM			7:53 AM	7:58 AM		8:03 AM						8:08 AM				8:13 AM				8:18 AM
8:06 AM			8:11 AM	8:16 AM		8:21 AM						8:26 AM				8:31 AM				8:36 AM
8:24 AM			8:29 AM	8:34 AM		8:39 AM						8:44 AM				8:49 AM				8:54 AM
8:42 AM			8:47 AM	8:52 AM		8:57 AM						9:02 AM				9:07 AM				9:12 AM
9:00 AM			9:05 AM	9:10 AM		9:15 AM						9:20 AM				9:25 AM				9:30 AM
9:18 AM			9:23 AM	9:28 AM		9:33 AM						9:38 AM				9:43 AM				9:48 AM
9:36 AM			9:41 AM	9:46 AM		9:51 AM						9:56 AM				10:01 AM				10:06 AM
9:54 AM			9:59 AM	10:04 AM		10:09 AM						10:14 AM				10:19 AM				10:24 AM
10:12 AM			10:17 AM	10:22 AM		10:27 AM						10:32 AM				10:37 AM				10:42 AM
10:30 AM			10:35 AM	10:40 AM		10:45 AM						10:50 AM				10:55 AM				11:00 AM
10:48 AM			10:53 AM	10:58 AM		11:03 AM						11:08 AM				11:13 AM				11:18 AM
11:06 AM			11:11 AM	11:16 AM		11:21 AM						11:26 AM				11:31 AM				11:36 AM
11:24 AM			11:29 AM	11:34 AM		11:39 AM						11:44 AM				11:49 AM				11:54 AM
11:42 AM			11:47 AM	11:52 AM		11:57 AM						12:02 PM				12:07 PM				12:12 PM
12:00 PM			12:05 PM	12:10 PM		12:15 PM						12:20 PM				12:25 PM				12:30 PM
12:18 PM			12:23 PM	12:28 PM		12:33 PM						12:38 PM				12:43 PM				12:48 PM
12:36 PM			12:41 PM	12:46 PM		12:51 PM						12:56 PM				1:01 PM				1:06 PM
12:54 PM			12:59 PM	1:04 PM		1:09 PM						1:14 PM				1:19 PM				1:24 PM
1:12 PM			1:17 PM	1:22 PM		1:27 PM						1:32 PM				1:37 PM				1:42 PM
1:48 PM			1:53 PM	1:58 PM		2:03 PM						2:08 PM				2:13 PM				2:18 PM
2:24 PM			2:29 PM	2:34 PM		2:39 PM						2:44 PM				2:49 PM				2:54 PM
3:00 PM			3:05 PM	3:10 PM		3:15 PM						3:20 PM				3:25 PM				3:30 PM
3:36 PM			3:41 PM	3:46 PM		3:51 PM						3:56 PM				4:01 PM				4:06 PM
4:12 PM			4:17 PM	4:22 PM		4:27 PM						4:32 PM				4:37 PM				4:42 PM
4:48 PM			4:53 PM	4:58 PM		5:03 PM						5:08 PM				5:13 PM				5:18 PM
5:24 PM			5:29 PM	5:34 PM		5:39 PM						5:44 PM				5:49 PM				5:54 PM
6:00 PM			6:05 PM	6:10 PM		6:15 PM						6:20 PM				6:25 PM				6:30 PM
6:36 PM			6:41 PM	6:46 PM		6:51 PM						6:56 PM				7:01 PM				7:06 PM
7:12 PM			7:17 PM	7:22 PM		7:27 PM						7:32 PM				7:37 PM				7:42 PM
7:48 PM			7:53 PM	7:58 PM		8:03 PM						8:08 PM				8:13 PM				8:18 PM

Table with 4 columns: Route (U4, U4D, U4D, U4D), Stop, and Time. It lists bus routes and their corresponding stops and times for Weekdays, Weekends, and Friday/Saturday Only.

www.twitter.com/bcrtc

www.facebook.com/butlercountyrta

www.youtube.com/user/bcrtc

Americans with Disabilities Service (ADA)

BCRTA provides accessible door-to-door bus service for persons with disabilities that may be unable to ride regular route buses. ADA transportation is available within three quarters of one mile from any regular bus route during regular operating hours of the closest route. Persons requesting ADA service must be approved by BCRTA and meet eligibility requirements. For more information about ADA services or to obtain an application to use ADA services, please visit butlercountyrta.com or call 513.785.5237.

SafeRide Service

BCRTA operates door-to-door SafeRide services on a daily basis during late evening hours. SafeRide service is provided to safely transport individuals and very small groups within the Oxford area when regular route BCRTA service is unavailable. SafeRide trips require no advance notice, but are scheduled on a "first-come, first-served" basis. For more information or to request a ride, please call 513.785.5237. Sorry, SafeRide is not available on College Corner Pike or west of Locust and Church Streets.

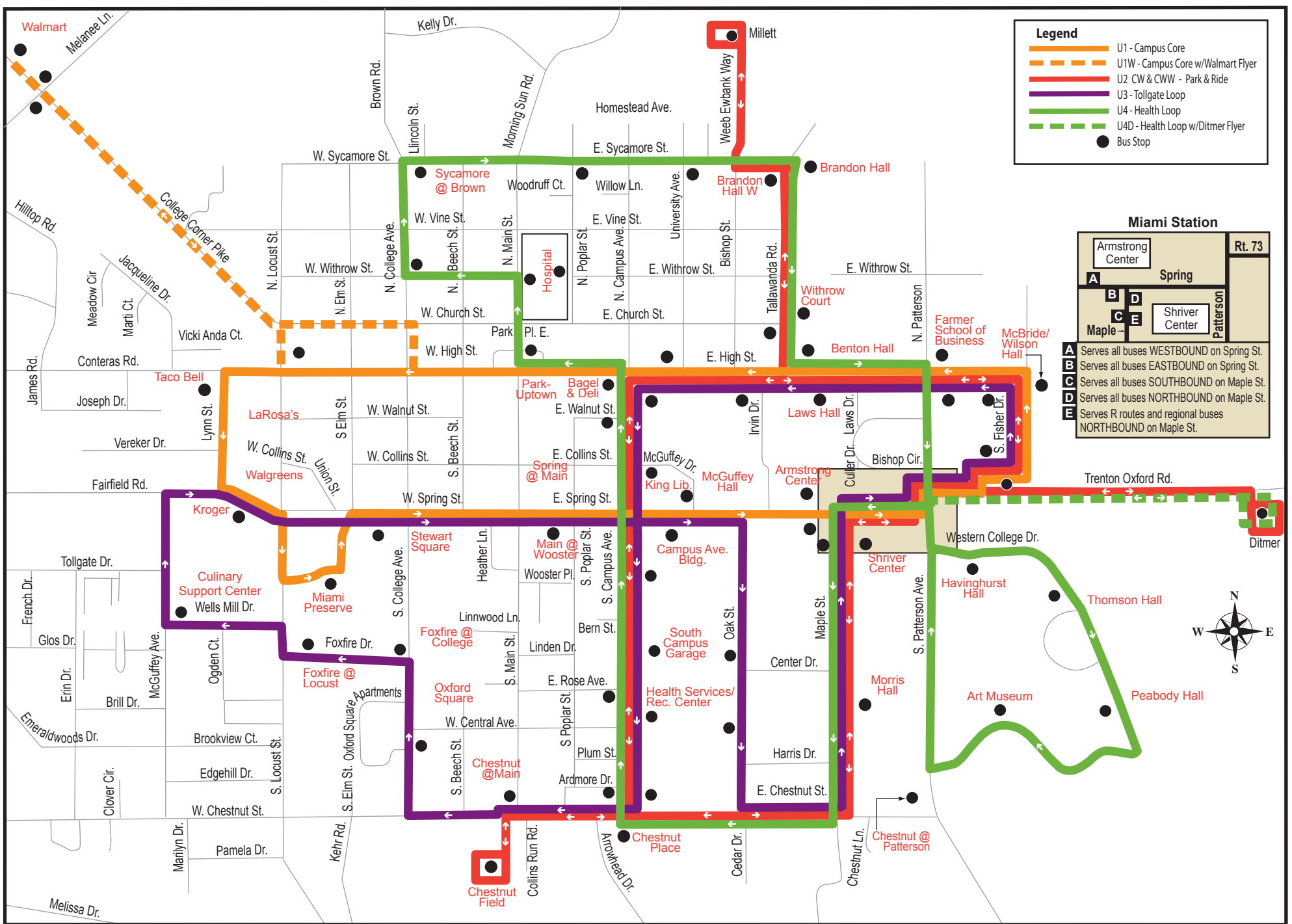
SafeRide Hours of Operation

Monday - Saturday 10:00 PM - 3:00 AM Sunday 10:00 PM - 1:00 AM



The mobile bus tracking app is coming soon! Like @butlercountyrta on Facebook and follow @BCRTA on Twitter for the latest updates!

BCRTA Oxford and Miami University Service



Important Information

- ADA and SafeRide buses will wait five (5) minutes after arrival for a passenger to board.
- ADA and SafeRide cancellations must be received one (1) hour before the scheduled pick-up to avoid a charge.
- Passengers are permitted to carry-on four (4) normal size shopping bags. Bags must be secured in a cargo area to allow all passengers to be seated.
- BCRTA recommends that all passengers wear a safety belt if available. All mobility devices must be secured.
- Children under the age of twelve (12) must be accompanied by an adult.
- BCRTA returns all lost and found items on Oxford local buses to the MUPD at Dittmer.
- No smoking.
- No eating or drinking.
- All prices and services are subject to change. Please visit www.butlercountyrta.com for the most current information.
- BCRTA operates whenever safely possible. Please call 513-785-5237 or visit www.butlercountyrta.com to check service availability during inclement weather.
- This document is available in alternative formats or languages upon request.

Title VI Notice of Public Rights The Butler County Regional Transit Authority The Butler County Regional Transit Authority (BCRTA) operates all services, routes and accommodations without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the BCRTA of Hamilton, OH and/or the Federal Transit Administration. For more information on the BCRTA civil rights program, and the procedures to file a complaint, contact (513) 785-5022; or visit our administrative office at 3045 Moser Ct., Hamilton, OH 45011. For more information, visit www.butlercountyrta.com. A complainant may file a complaint directly with the Federal Transit Administration by completing a Title VI Complaint form and mailing it to the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. If information is needed in another language, contact the BCRTA at (513) 785-5022. Para obtener más información llame a BCRTA al (513) 785-5022.

General Information

Hours of Operation Hours of operation vary by routes. Please see individual timetables for route information. Information & Reservations Monday - Friday 7:00 AM - 3:00 AM Saturday 12:00 PM - 3:00 AM Sunday 12:00 PM - 1:00 AM Administrative Office Hours Monday - Friday 8:00 AM - 4:00 PM Saturday & Sunday Closed

BCRTA does not operate on: • New Year's Day • Memorial Day • July 4th • Labor Day • Thanksgiving Day • Christmas Day

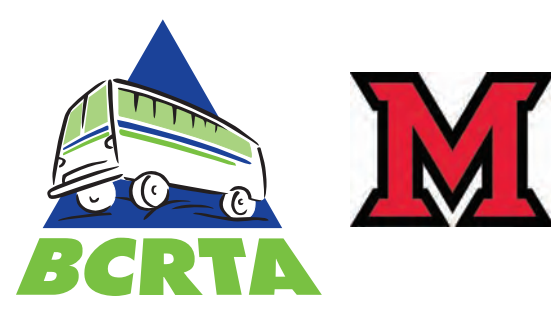
BCRTA does not operate Oxford local service (U1, U2, U3, or U4) during summer term, or extended breaks. Please see butlercountyrta.com for detailed information regarding individual route service schedules.

Fares

General Public Fare	\$2.00*
ADA	\$4.00
SafeRide	\$4.00
Miami ID	No Charge

* Elderly and disabled persons may qualify for BCRTA's half fare program. Please call 513.785.5237 for details. Medicare cardholders are eligible to receive privileges by completing a half fare application.

For information traveling between Oxford and regional campuses in Hamilton and Middletown, please reference the R2 and R3 Rider Guides.



Oxford and Miami University

Routes U1, U2, U3, U4



513.785.5237 1.855.42.BCRTA

Butler County Regional Transit Authority

3045 Moser Court Hamilton, Ohio 45011 www.butlercountyrta.com

Exhibit 2: Title VI Complaint Form



Title VI Complaint Form

Butler County Regional Transit Authority (BCRTA)

BCRTA is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Action of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator by calling (513) 785-5022. The completed form must be returned to BCRTA Title VI Coordinator, 3045 Moser Court, Hamilton, Ohio 45011.

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State & Zip Code:
Person(s) discriminated against (if someone other than complaint):	
Name(s):	
Street Address, City, State & Zip Code:	

Date of Incident: _____

Which of the following best describes the reason for the alleged discrimination took place (Circle one):

- Race
- Color
- National Origin (Limited English Proficiency)
- Sex
- Disability
- Age

Please describe the alleged discrimination incident. Provide the names and title of all BCRTA employees involved if available. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

Complete reverse side of form

Butler County Regional Transit Authority (BCRTA)

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

If so, list agency/agencies and contact information below:

Agency:	Contact Name:
Street Address, City, State & Zip Code:	Phone:
Agency:	Contact Name:
Street Address, City, State & Zip Code:	Phone:

Complainant's Signature _____ Date _____

Print or Type Name of Complainant: _____

Date Received: _____ **Received By:** _____

Exhibit 3: BCRTA Board Resolution Approving 2014 Title VI Plan

Resolution No. 14-01-02: Approval of the Butler County Regional Transit Authority (BCRTA) 2014 Title VI Program.

Whereas, BCRTA is a Regional Transit Authority created by resolution of the Commissioners of Butler County, Ohio pursuant to Chapter 306 et seq. of the Ohio Revised Code; and

Whereas, as a designated recipient of Federal Transit Administration (FTA) funds, BCRTA is required to comply with Title VI regulations issued by the U.S. Department of Transportation (DOT) as a condition of receiving ongoing federal funds; and

Whereas, every three years BCRTA is required to submit a new Title VI program in accordance with DOT's 49 CFR Part 21.7; and

Whereas, in 2012 Federal Title VI requirements were updated by FTA and now require the Title VI Program be approved by BCRTA's governing board prior to submission to FTA; and

Whereas, BCRTA's current Title VI Program will expire on March 31, 2014 and needs to be submitted to FTA 60 days prior to expiration; and

Whereas, the BCRTA has prepared a Title VI Program to be submitted to the Federal Transit Administration (FTA) by February 1, 2014; and

Whereas, the BCRTA Board Planning and Policy Committee has considered this resolution and is recommending Board adoption.

Now therefore be it resolved by the Board of Trustees of the BCRTA:

That the BCRTA Board of Trustees hereby approves the February 2014 Title VI Program and authorizes the BCRTA Executive Director to submit said program to the FTA by February 1, 2014. Furthermore, the BCRTA Board of Trustees authorizes the Executive Director to take actions necessary to assure organizational compliance with the terms of this policy.

Approved: January 15, 2014



BCRTA, Board President



BCRTA, Executive Director

BCRTA POLICY AND PROCEDURES MANUAL


BCRTA Board Policy 6-11 Title VI Plan Policy Statement

Approved: 2-22-2008
Reviewed: 11-17-2010
1-15-2014

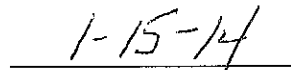
The BCRTA assures that no person shall on the grounds of race, color, sex, age, disability or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The BCRTA further assures every effort will be made to ensure nondiscrimination in all of its programs activities, whether those programs and activities are federally funded or not.

In the event that the BCRTA distributes federal aid funds to another entity, the BCRTA will include Title VI language in all written agreements and will monitor for compliance.

The Manager of Administration will serve as the Title VI Coordinator of the BCRTA and is responsible for initiating and monitoring Title VI activities, preparing required reports and other BCRTA responsibilities as required by 23 Code of Federal Regulation (CFR) 200 and 49 Code of Federal Regulation 21.



President, BCRTA Board of Trustees



Date

Exhibit 4: BCRTA Vehicle Roster



Asset List

[Status starts with 'ACTIVE -']
[AND Category is equal to 'VEHICLES']

Asset ID	Model	Serial #	Type	Status	Manufacturer	Useful Life	Sold Date	Model Year	Date IN SERVICE
ACTIVE - COMMUTER BUS									
131	E450	1FDDE4FS2DDA72663	GAS	ACTIVE - COMMUTER BUS	FORD	60.00		2013	7/23/2013
132	E450	1FDDE4FS0DDA72662	GAS	ACTIVE - COMMUTER BUS	FORD	60.00		2013	7/23/2013
133	E450	1FDDE4FS2DDA93061	GAS	ACTIVE - COMMUTER BUS	FORD	60.00		2013	7/23/2013
1520	F-550	1FDAF5GT1FEC83323	DIESEL	ACTIVE - COMMUTER BUS	FORD	84.00		2015	9/28/2015
1521	F-550	1FDAF5GT3FEC83324	DIESEL	ACTIVE - COMMUTER BUS	FORD	84.00		2015	9/28/2015
1601	E450	1FDDE4FS9GDC16231	GAS	ACTIVE - COMMUTER BUS	FORD	0.00		2016	6/9/2016
1602	E450	1FDDE4FS7GDC17135	GAS	ACTIVE - COMMUTER BUS	FORD	60.00		2016	6/9/2016
1603	E450	1FDDE4FS1GDC20984	GAS	ACTIVE - COMMUTER BUS	FORD	60.00		2016	5-24-2016
1604	E450	1FDDE4FS3GD20985	GAS	ACTIVE - COMMUTER BUS	FORD	60.00		2016	6/9/2016
1605	E450	1FDDE4FS5GDC20986	GAS	ACTIVE - COMMUTER BUS	FORD	0.00		2016	6/9/2016
1606	E450	1FDDE4FS0GDC20992	GAS	ACTIVE - COMMUTER BUS	FORD	60.00		2016	6/9/2016
1607	G27	15GGB2716G1186353	DIESEL	ACTIVE - COMMUTER BUS	GILLIG	0.00		2016	11/28/2016
1608	G27	15GGB2714G1186352	DIESEL	ACTIVE - COMMUTER BUS	GILLIG	0.00		2016	12/2/2016
1609	G27	15GGB2712G1186351	DIESEL	ACTIVE - COMMUTER BUS	GILLIG	0.00		2016	12/2/2016
ACTIVE - DEMAND/RESPONSE									
111	E450	1FDDE4FS59BDB00486	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2011	9/29/2011
211	E450	1FDDE4FS0BDB00487	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2011	9/29/2011
311	E450	1FDDE4FS2BDB00488	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2011	9/29/2011
411	E450	1FDDE4FS4BDB00489	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2011	9/29/2011
511	E450	1FDDE4FS0BDB00490	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2011	9/29/2011
611	E450	1FDDE4FS5BDA8049	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2011	9/29/2011
1513	GRAND CARAVAN	2C7WDGBG5FR686071	GAS	ACTIVE - DEMAND/RESPONSE	DODGE	48.00		2015	8-24-2015
1514	GRAND CARAVAN	2C7WDGBG0FR686074	GAS	ACTIVE - DEMAND/RESPONSE	DODGE	48.00		2015	7-30-2015
1515	GRAND CARAVAN	2C7WDGBG5FR703077	GAS	ACTIVE - DEMAND/RESPONSE	DODGE	48.00		2015	8-8-2015
1516	GRAND CARAVAN	2C7WDGBG7FR703081	GAS	ACTIVE - DEMAND/RESPONSE	DODGE	48.00		2015	7-28-2015
1517	GRAND CARAVAN	2C7WDGBG6FR703220	GAS	ACTIVE - DEMAND/RESPONSE	DODGE	48.00		2015	7-30-2015
1076	E350	1FDEE3FL2ADA78876	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2010	10/5/2015
1078	E350	1FDEE3FL6ADA78878	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2010	10/5/2015
1058	E350	1FDEE3FL7BDA16858	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2011	10/19/2015
1077	E350	1FDEE3FL4ADA78877	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2010	10-15-15
1023	E350	1FDEE3FL3ADB00223	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2010	10/23/2015
1025	E350	1FDEE3FL7ADB00225	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2010	11/23/2015
1024	E350	1FDEE3FL5ADB00224	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2010	11-30-15
1026	E350	1FDEE3FL9ADB00226	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2010	11-30-15
1074	E350	1FDEE3FL9ADA78874	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2011	12-14-15
1075	E350	1FDEE3FL0ADA78875	GAS	ACTIVE - DEMAND/RESPONSE	FORD	60.00		2011	12-14-15
ACTIVE - MOTOR BUS									
1867	AH 28	1Z9S2HSS65W216323	DIESEL	ACTIVE - MOTOR BUS	OPTIMA	120.00		2005	
1871	AH 28	1Z9S2HSS15W216326	DIESEL	ACTIVE - MOTOR BUS	OPTIMA	120.00		2005	
1872	AH 28	1Z9SHSS85W216324	DIESEL	ACTIVE - MOTOR BUS	OPTIMA	120.00		2005	
1874	AH 28	1Z9S2HSSX5W216325	DIESEL	ACTIVE - MOTOR BUS	OPTIMA	120.00		2005	
1501	G27	15GGB2711E1184832	DIESEL	ACTIVE - MOTOR BUS	GILLIG	144.00		2015	1/19/2015
1502	G27	15GGB2711F1184833	DIESEL	ACTIVE - MOTOR BUS	GILLIG	144.00		2015	2/20/2015
1503	G27	15GGB2713F1184834	DIESEL	ACTIVE - MOTOR BUS	GILLIG	144.00		2015	2/23/2015
1504	G27	15GGB2715F1184835	DIESEL	ACTIVE - MOTOR BUS	GILLIG	144.00		2015	2/25/2015
1505	G27	15GGB2717F1184836	DIESEL	ACTIVE - MOTOR BUS	GILLIG	144.00		2015	2/26/2015
1506	G27	15GGB2719F1184837	DIESEL	ACTIVE - MOTOR BUS	GILLIG	144.00		2015	4/3/2015



Asset List

[Status starts with 'ACTIVE -']
[AND Category is equal to 'VEHICLES']

1507	G27	15GGB2710F1184838	DIESEL	ACTIVE - MOTOR BUS	GILLIG	144.00	2015	3/5/2015
1508	G27	15GGB2712F1184839	DIESEL	ACTIVE - MOTOR BUS	GILLIG	144.00	2015	3/3/2015
1509	G27	15GGB2719F1184840	DIESEL	ACTIVE - MOTOR BUS	GILLIG	144.00	2015	3/9/2015
1510	G27	15GGB2710F1184841	DIESEL	ACTIVE - MOTOR BUS	GILLIG	144.00	2015	3/23/2015
1511	G27	15GGB2712F1184842	DIESEL	ACTIVE - MOTOR BUS	GILLIG	144.00	2015	3/10/2015
1512	G27	15GGB2714F1184843	DIESEL	ACTIVE - MOTOR BUS	GILLIG	144.00	2015	4/3/2015
810098	E450	1FD4E4FP6ADA15485	DIESEL	ACTIVE - MOTOR BUS	FORD	60.00	2010	10/28/2015

Exhibit 5: Safe Harbor Analysis

Table 19. Detailed Languages Spoken at Home and Ability to Speak English for the Population 5 Years and Over for Cincinnati, OH-KY-IN: 2009-2013
Release Date: October 2015

	Number of speakers ¹	Margin of Error ²	Speak English less than "Very Well" ¹	Margin of Error ²	percent population	percent butler county	Number Butler County
Population 5 years and over	1,981,824	214	42,527	1,800	1,981,824	376,353	
Speak only English at home	1,864,957	2,607	(X)	(X)		18.990%	Percent of OH-KY-IN Population in Butler County
Speak a language other than English at home	116,867	2,589	42,527	1,800	5.897%	1.120%	1,309
SPANISH AND SPANISH CREOLE	45,662	1,559	18,935	1,231	2.304%	0.066%	30
Spanish	45,660	1,559	18,935	1,231	2.304%	0.004%	2
OTHER INDO-EUROPEAN LANGUAGES	35,190	1,694	9,233	913	1.776%	0.000%	0
French (incl. Patois, Cajun)	6,888	826	2,119	372	0.348%	0.000%	0
French	6,865	825	2,100	373	0.346%	0.000%	0
Patois	(D)	(D)	(D)	(D)	NA	0.000%	NA
French Creole	52	40	17	25	0.003%	0.000%	0
Italian	1,457	293	230	96	0.074%	0.000%	0
Portuguese (incl. Portuguese Creole)	482	204	98	67	0.024%	0.000%	0
Portuguese	480	204	100	67	0.024%	0.000%	0
German (incl. Luxembourgian)	7,756	762	1,345	287	0.391%	0.000%	0
German	7,755	762	1,345	287	0.391%	0.000%	0
Yiddish	75	60	(B)	--	0.004%	0.000%	0
Other West Germanic languages	688	198	59	42	0.035%	0.000%	0
Pennsylvania Dutch	275	125	(D)	(D)	0.014%	0.000%	0
Dutch	340	122	40	37	0.017%	0.000%	0
Afrikaans	75	64	(D)	(D)	0.004%	0.000%	0
Scandinavian languages	404	236	(B)	--	0.020%	0.000%	0
Swedish	110	100	(B)	--	0.006%	0.000%	0
Danish	230	189	(B)	--	0.012%	0.000%	0
Norwegian	(D)	(D)	(B)	--	NA	0.000%	NA
Icelandic	(D)	(D)	(B)	--	NA	0.000%	NA
Greek	973	247	239	102	0.049%	0.000%	0
Russian	3,337	648	1,629	426	0.168%	0.000%	0
Polish	658	288	99	68	0.033%	0.000%	0
Serbo-Croatian languages	765	341	292	147	0.039%	0.000%	0
Serbocroatian	410	287	175	125	0.021%	0.000%	0
Croatian	125	106	(D)	(D)	0.006%	0.000%	0
Serbian	235	150	105	73	0.012%	0.000%	0
Other Slavic languages	955	416	285	151	0.048%	0.000%	0
Ukrainian	260	149	90	87	0.013%	0.000%	0
Czech	60	56	(B)	--	0.003%	0.000%	0
Slovak	155	113	30	33	0.008%	0.000%	0
Bulgarian	290	336	(D)	(D)	0.015%	0.000%	0
Macedonian	175	132	100	94	0.009%	0.000%	0
Slovene	10	16	(B)	--	0.001%	0.000%	0
Armenian	3	5	3	5	0.000%	0.000%	0
Persian	528	228	243	127	0.027%	0.000%	0
Hindi	3,872	595	588	208	0.195%	0.000%	0
Gujarati	1,846	604	529	259	0.093%	0.000%	0
Urdu	1,075	426	391	202	0.054%	0.000%	0
Other Indic languages	2,668	558	975	342	0.135%	0.000%	0
India n.e.c. ³	475	248	75	72	0.024%	0.000%	0
Bengali	495	230	120	91	0.025%	0.000%	0
Panjabi	855	348	405	202	0.043%	0.000%	0
Marathi	285	186	60	54	0.014%	0.000%	0
Assamese	25	43	(B)	--	0.001%	0.000%	0
Nepali	360	344	295	300	0.018%	0.000%	0
Sindhi	(D)	(D)	(B)	--	NA	0.000%	NA
Sinhalese	160	131	(D)	(D)	0.008%	0.000%	0
Other Indo-European languages	708	246	92	78	0.036%	0.000%	0
Jamaican Creole	75	72	(B)	--	0.004%	0.000%	0
Krio	(D)	(D)	(B)	--	NA	0.000%	NA
Pidgin	70	60	(D)	(D)	0.004%	0.000%	0
Romanian	275	182	85	76	0.014%	0.000%	0
Irish Gaelic	95	83	(B)	--	0.005%	0.000%	0
Scottic Gaelic	(D)	(D)	(B)	--	NA	0.000%	NA
Albanian	(D)	(D)	(B)	--	NA	0.000%	NA
Lithuanian	120	103	(B)	--	0.006%	0.000%	0
Latvian	20	17	(B)	--	0.001%	0.000%	0
Kurdish	(D)	(D)	(B)	--	NA	0.000%	NA
ASIAN AND PACIFIC ISLAND LANGUAGES	24,167	1,114	10,342	1,023	1.219%	0.000%	0
Chinese (incl. Cantonese, Mandarin, other Chinese languages⁴)	7,338	888	3,369	505	0.370%	0.000%	0
Chinese	6,030	822	2,875	480	0.304%	0.000%	0
Cantonese	190	110	105	85	0.010%	0.000%	0
Mandarin	855	275	285	118	0.043%	0.000%	0
Fuchow	(D)	(D)	(B)	--	NA	0.000%	NA
Formosan	255	141	105	57	0.013%	0.000%	0
Japanese	2,750	573	1,596	489	0.139%	0.000%	0
Korean	1,917	474	888	257	0.097%	0.000%	0
Mon-Khmer, Cambodian	787	342	528	290	0.040%	0.000%	0
Hmong	27	40	27	40	0.001%	0.000%	0

	Number of speakers ¹	Margin of Error ²	Speak English less than "Very Well" ¹	Margin of Error ²	percent population	percent butler county	Number Butler County
Thai	374	159	132	65	0.019%	0.000%	0
Laotian	127	79	31	29	0.006%	0.000%	0
Vietnamese	3,261	664	2,195	529	0.165%	0.000%	0
Other Asian languages	4,778	679	860	235	0.241%	0.000%	0
Karachay	(D)	(D)	(B)	--	NA	0.000%	NA
Uighur	120	117	75	79	0.006%	0.000%	0
Turkish	210	113	70	44	0.011%	0.000%	0
Mongolian	15	18	(D)	(D)	0.001%	0.000%	0
Telugu	1,795	470	295	138	0.091%	0.000%	0
Kannada	460	276	(D)	(D)	0.023%	0.000%	0
Malayalam	530	257	(D)	(D)	0.027%	0.000%	0
Tamil	1,455	386	190	99	0.073%	0.000%	0
Burmese	160	134	105	100	0.008%	0.000%	0
Kachin	(D)	(D)	(D)	(D)	NA	0.000%	NA
Tagalog	2,387	560	557	172	0.120%	0.000%	0
Other Pacific Island languages	421	176	159	93	0.021%	0.000%	0
Indonesian	45	41	(D)	(D)	0.002%	0.000%	0
Malagasy	(D)	(D)	(D)	(D)	NA	0.000%	NA
Malay	(D)	(D)	(B)	--	NA	0.000%	NA
Bisayan	65	86	(D)	(D)	0.003%	0.000%	0
Sebuano	55	48	(D)	(D)	0.003%	0.000%	0
Micronesian	(D)	(D)	(D)	(D)	NA	0.000%	NA
Chamorro	(D)	(D)	(D)	(D)	NA	0.000%	NA
Palau	(D)	(D)	(D)	(D)	NA	0.000%	NA
Ponapean	(D)	(D)	(B)	--	NA	0.000%	NA
Melanesian	(D)	(D)	(B)	--	NA	0.000%	NA
Samoa	50	66	(D)	(D)	0.003%	0.000%	0
Hawaiian	(D)	(D)	(B)	--	NA	0.000%	NA
ALL OTHER LANGUAGES	11,848	1,271	4,017	776	0.598%	0.000%	0
Other Native North American languages	74	44	(B)	--	0.004%	0.000%	0
Hidatsa	(D)	(D)	(B)	--	NA	0.000%	NA
Dakota	(D)	(D)	(B)	--	NA	0.000%	NA
Cherokee	40	37	(B)	--	0.002%	0.000%	0
American Indian	(D)	(D)	(B)	--	NA	0.000%	NA
Hungarian	269	110	73	59	0.014%	0.000%	0
Arabic	3,506	694	1,199	350	0.177%	0.000%	0
Hebrew	431	168	41	52	0.022%	0.000%	0
African languages	6,900	1,080	2,481	565	0.348%	0.000%	0
Amharic	1,645	507	525	199	0.083%	0.000%	0
Berber	(D)	(D)	(B)	--	NA	0.000%	NA
Chadic	(D)	(D)	(D)	(D)	NA	0.000%	NA
Cushite	545	343	265	195	0.027%	0.000%	0
Sudanic	(D)	(D)	(D)	(D)	NA	0.000%	NA
Swahili	320	212	75	63	0.016%	0.000%	0
Bantu	1,355	655	370	307	0.068%	0.000%	0
Mande	495	268	290	167	0.025%	0.000%	0
Fulani	950	476	510	306	0.048%	0.000%	0
Kru, Ibo, Yoruba	1,440	343	375	183	0.073%	0.000%	0
Efik	(D)	(D)	(B)	--	NA	0.000%	NA
Mbum (and related)	(D)	(D)	(D)	(D)	NA	0.000%	NA
African	(D)	(D)	(D)	(D)	NA	0.000%	NA
Other and unspecified languages	668	324	223	158	0.034%	0.000%	0
Finnish	220	201	(B)	--	0.011%	0.000%	0
Estonian	225	178	90	76	0.011%	0.000%	0
Caucasian	125	160	105	131	0.006%	0.000%	0
Syriac	(D)	(D)	(B)	--	NA	0.000%	NA
Oto - Manguen	(D)	(D)	(D)	(D)	NA	0.000%	NA
Uncodable	(D)	(D)	(B)	--	NA	0.000%	NA

Notes:

¹ Detailed-language estimates are rounded to the nearest multiple of five. Aggregate estimates (bold-face entries) are unrounded and appear in table B16001 (http://factfinder.census.gov/bkmk/table/1.0/en/ACS/13_5YR/B16001/310M200US17140). Detailed-language estimates may not sum to aggregate estimates because of rounding.

² Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data at http://www2.census.gov/programs-surveys/acs/tech_docs/accuracy/MultiyearACSASAccuracyofData2013.pdf). The effect of nonsampling error is not represented in these tables.

³ N.E.C. stands for not elsewhere classified. These are languages where respondents indicated they spoke either Indian or Pakistan. For Indian, it cannot be determined if the respondent spoke a native American language or spoke a language from India. For Pakistan, respondents wrote in Pakistan but it cannot be determined which one of the languages spoken in Pakistan is actually being spoken. To distinguish these languages, n.e.c. is used to indicate they are not classified in any other language code.

⁴ This category includes literal write-ins of Chinese as well as Hakka, Kan, Hsiang, Cantonese, Mandarin, Fuchow, Formosan, and Wu.

(D) Data withheld to avoid disclosure.

(B) Either no sample observations or too few sample observations were available to compute an estimate.

(X) Question does not apply.

-- Either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.

Source: U.S. Census Bureau, 2009-2013 American Community Survey

Appendix B: Language Assistance Plan

Improving Access for People with Limited English Proficiency (LEP) Four Factor Analysis

Butler County Regional Transit Authority (BCRTA) has conducted this analysis to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the Federal Transit Administration (FTA).

Analysis Using Four Factor Framework

BCRTA has conducted the following analysis using the four factors identified in the DOT LEP Guidance:

Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population.

Task 1. Step 1: Examine prior experience with LEP individuals.

Since reintroducing local general public transit in 2005, BCRTA has experienced limited requests for LEP services. To request information in another language other than English, BCRTA provides a Google Translate widget on its website (www.butlercountyrta.com) and provides an over-the-phone interpreter service for riders. This gives LEP persons the opportunity to communicate directly with or to receive a call back from an interpreter. LEP service is tracked by the number of encounters and minutes our third-party interpreter is used to provide a request for services. From 2014- 2016, BCRTA provided sixty-four encounters with an interpreter. The service was used for nine hours and twenty-four minutes and no translated written materials were requested. In addition, BCRTA works with local universities/social service agencies to provide interpreters and/or interpreted service information upon request. BCRTA also holds public meetings on a monthly basis. All notices for public meetings include notice that an interpreter will be provided upon request.

Task 1: Step 2: Become familiar with data from U.S. Census

As of 2015, the U.S. Census Bureau quick facts population estimate of Butler County, Ohio was 368,130. According to the U.S. Census Bureau 2008-2012 American Community Survey Five Year Estimates, **6.7% of the county's population (age five and over) lived in a home where a language other than English is spoken**, 3.1% persons identified as Spanish; 1.5% as other indo-European, 1.6% as Asian and Pacific Islander language, and 0.5% as "other" language.

Task 1. Step 2A: Identify the geographic boundaries of the area that your agency serves.

Butler County, Ohio is located in southeast Ohio. The City of Hamilton, Ohio is the county seat. Butler County is home to Miami University, an Ohio public university. BCRTA is also a part of the Cincinnati, Ohio Urbanized Area which principally consists of the southeastern portion of Butler County. BCRTA does serve all of Butler County, Ohio and, as capacity

allows, within three (3) miles of the county border. The Middletown Urban Area of Butler County is principally served by Middletown Transit, a small urban transit system.

Task 1. Steps 2B & C: Obtain and analyze census data on the LEP population in your service area.

U.S. Census Bureau 2008-2012 American Community Survey Five year Estimate data for Butler County, Ohio reflect that 2.3 % of the Butler County, Ohio population is LEP (defined as speaking English less than “very well”).

- LEP: Speak Other than English at Home and Do not Speak English Very Well:
10,266 persons (3.0% of the population). The LEP breakout by language:
 - Spanish: 5,652 persons (1.6% of the population)
 - Indo-European: 1,382 persons (0.4% of the population)
 - Asian & Pacific Island: 2,739 persons (0.8% of the population)
 - Other: 493 persons (0.1% of the population)

Task 1. Step 2D: Identify concentrations of LEP persons within your service area

Figure 1 reflects the LEP persons in the areas of Butler County, all within the Cincinnati Urbanized Area of Butler County, Ohio. The areas of highest concentration include West Chester, Fairfield, downtown Hamilton, and Lemon Township.

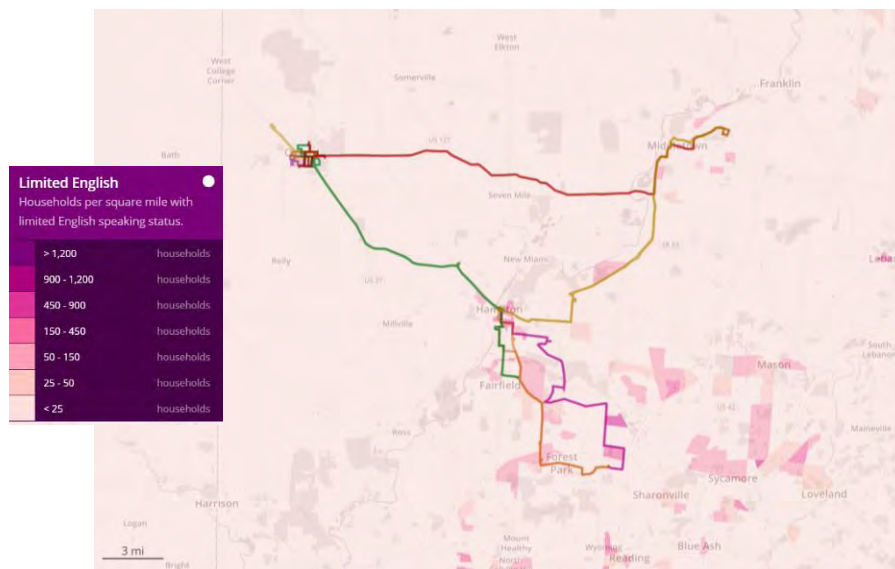


Figure 1

Task 1. Step 3: Consult state and local sources of data.

BCRTA identified the following organizations and uses them to obtain information and best practices for LEP participation and involvement. The list of state and local partners that focus on improving access to LEP persons consist of:

- Butler County, Ohio Job and Family Services
- Education:
 - Butler County School Districts: Edgewood City, Fairfield City, Hamilton City, Lakota Local, Madison Local, Middletown City, Monroe Local, New Miami Local, Ross Local and Talawanda City
 - Butler County Educational Service Center English as a Second Language (ESL) Consortium
 - Butler Tech Able
 - Hamilton City Schools Able
 - OKI Regional Council of Governments

Task 1. Step 4: Community organizations that serve LEP persons.

BCRTA identified the following community organizations and uses them to obtain information and best practices for LEP participation and involvement. The list of community partners that focus on improving access to LEP persons consist of:

- Transit Alliance of Butler County
- Butler County Job and Family Services
- Interact for Health
- Faith Based:
 - Living Water Ministries
 - Hispanic Ministry of Hamilton

Factor 2: The frequency with which LEP individuals come into contact with your programs, activities, and services.

Task 2. Step 1. Review the relevant programs, activities and services you provide.

Appendix A, Exhibit 1 of the BCRTA Title VI plan summarizes BCRTA services. Other than commuter park-and-rides services provided under contract by Cincinnati Metro, Butler County public transit services have been incrementally introduced since 2005. BCRTA provides Regional Commuter routes and Middletown night service in cooperation with the City of Middletown. BCRTA also provides general public demand response services throughout the county, fixed route services for the City of Oxford, contract services for Butler County Board of Developmental Disabilities and the Butler County Veterans Service Commission.

Task 2. Step 2: Review information obtained from community organizations.

The Transit Alliance of Butler County, a nonprofit organization with a mission to create an effective, efficient and coordinated approach to meet the current and future local and regional transportation needs for Butler County citizens, agencies, and businesses, held a community forum on May 17, 2011 to discuss public transportation issues and unmet need. The common themes were additional evening and weekend trips for jobs, affordable fares, and increasing public awareness of current services. LEP access was not identified as an unmet need. In addition, LEP access issues were not identified in the **region's locally developed Coordinated Public Transit-Human Services Transportation Plan**, revised in 2012. BCRTA also identified organizations that improve access for LEP persons and sent surveys to request information, figure 2.



Improving Access for Limited English

Proficiency (LEP) Persons

BCRTA is seeking your assistance to assure all persons have equal access to the benefits of our federally funded programs and services. Please take a few moments to answer these brief questions. This will help us to determine additional needs for translation and interpretation services that ensure the best possible service to all clients, regardless of their language of origin.

Date:	Organization:
Contact Person:	Telephone:
	Email Address:

Geographic Service Area: _____

of LEP persons Served: _____

Has the size of the LEP population you serve increased, stayed the same, or decreased over the past five years?
Increased Greatly ____ Increased Somewhat ____ Stayed the Same ____ Decreased ____

Do you use outside sources (volunteers, refugee service, etc.), other than the family to assist with the translations/interpreting? Frequently ____ Sometimes ____ Never ____
What source(s): _____

In order of frequency, which language groups do you encounter when working with limited English proficient clients (1 being the most frequent and 7 being the least frequent):

Spanish ____ Bosnian ____ Russian ____ Arabic ____ African ____ Asian ____ Other ____

What needs or expectations for public transit services has this population expressed?

Has the population inquired about how to access public transit or expressed a need for public transit service?
No ____ Yes (please explain) _____

Are there locations that the population has expressed difficulty accessing via the BCRTA public transit service?
No ____ Yes (please explain) _____

What is the best way to obtain input from the LEP population?

What additional agencies/organizations/persons should BCRTA reach to analyze how to assure access to LEP populations in Butler County?

Would you like to be contacted by BCRTA to discuss BCRTA services, LEP assistance, or other public transit issues?
Yes ____ No ____

Figure 2

After reviewing records and contacting community organizations BCRTA has made telephone and website translation available in all requested languages. BCRTA will also make written materials available in all languages upon request. However, after speaking with community organizations BCRTA has assessed that lack of LEP resources is not the problem but rather the communication of their availability.

Task 2. Step 3: Consult directly with LEP persons.

To request information in another language other than English, BCRTA provides and tracks Google Translate widget on its website and provides an over-the-phone interpreter service for callers. This gives LEP persons the opportunity to communicate their request and receive information at their literacy level and convenience.

To help ensure our interaction with LEP persons is consistent and positive, BCRTA operators carry language identification cards (figure 3) to help identify interpreter needs for uncommon languages. Our new employee orientation process requires operators be trained and acknowledge BCRTA goals in regards to LEP policies and procedures.

The BCRTA goals are as follows:

- BCRTA will produce and distribute rider guides and other materials in commonly requested second languages.
- BCRTA will provide, and office staff will be trained in the use of interpreter services that may be made available over the phone in a wide variety of other languages for the purposes of providing service information and scheduling services.
- BCRTA will provide, and driving staff will be trained in the use of interpreter services that may be made available over the phone in a wide variety of languages for the purpose of providing service information and clarifying operational passenger needs.
- BCRTA vehicle operator will carry, on their person, an emergency procedures pocket handbook that will include directions for assisting LEP individuals. The pocket guide will also include a "language map" to assist LEP individuals and BCRTA staff in determining the language of choice for any LEP individual.
- All BCRTA personnel who engage in regular client contact will be required to review this procedure and acknowledge their understanding and compliance in writing to ensure even application of the procedures mentioned herein.

NEED AN INTERPRETER?

1. Dial **1.800.CALL.CLI (1.800.225.5254)**
2. When the operator answers, tell them:
 - a. Your customer code is 132860
 - b. You are calling from Butler County RTA
 - c. The language that you need
 - d. Your Name, client's name
 - e. Please let the operator know if you would like to connect to multiple parties (call a patient/client at home for example).
3. The operator will connect you with an interpreter promptly.



CERTIFIED LANGUAGES
INTERNATIONAL

24 hours a day, 7 days a week
Direct Dial: 503-484-2425

Recommendations for Effectively Using the Services of an Over-the-Phone Interpreter

For Outbound Calls:

- If you need to call a Limited English Proficient (LEP) party at home or need a third-party dial-out to include an additional party, please first inform the CLI Customer Service Representative (CSR) before the interpreter is connected.
- Once the interpreter is connected, you may tell the interpreter who to ask for (the LEP's name).
- At this time, you may also tell the interpreter how to proceed if the call goes to an answering machine and what message to leave if desired.

For Inbound Calls:

- Explain to the LEP that all information is confidential, and encourage questions.
- Speak clearly.
- Smile and be kind; this helps the LEP feel more comfortable.
- If face-to-face and multiple people are in the room, speak one at a time.
- Short sentences are easiest to interpret.
- Speak freely; all CLI interpreters are sworn to confidentiality and the Interpreter's Code of Ethics.
- Encourage the interpreter to clarify terms with you if necessary.

Figure 3

To help identify service needs of an LEP person, the BCRTA sends customer surveys (figure 4) to riders annually. The survey asks the rider to respond with a check mark in one of the following boxes; strongly agree, agree, neither agree or disagree, disagree, and strongly disagree. The question to identify the LEP needs was, "I am unable, or someone I know is unable to use BCRTA service due to a language barrier."

BUTLER COUNTY REGIONAL TRANSIT AUTHORITY (BCRTA) CUSTOMER SURVEY 2016

BCRTA Services I use: ☐ U Routes ☐ R Routes ☐ Middletown Transit
☐ ADA Service ☐ General Public Demand Response

For each statement, please check one response.

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
1. The vehicles are clean (inside & out).					
2. The drivers are friendly and professional.					
3. The Call-takers are friendly and professional.					
4. I feel the drivers are safe.					
5. Scheduling a ride is easy.					
6. When I call, I am usually able to schedule a pick-up at the time I want.					
7. I arrive at my destination(s) on time, the bus arrives on time.					
8. A language barrier does NOT prevent me or someone I know from being able to use BCRTA services.					
9. Overall, I am happy with the service.					

Please tell us more:

Would you like BCRTA to contact you? YES ☐ NO ☐
 If Yes, please complete the information below

Name: _____ Phone: _____ Email: _____

You may also contact BCRTA at 513.785.5237 or by clicking the "Contact Us" link at www.butlercountynva.com.
 Send US mail to 3045 Moser Court, Hamilton, Ohio 45011.

Figure 4

The following reflects the answers reported in the BCRTA Customer Survey

- 50% Strongly agreed that a language barrier does not prevent them or someone they know from utilizing BCRTA services.
- 12.5% Agreed that a language barrier does not prevent them or someone they know from utilizing BCRTA services.
- 31.3% Neither agreed or disagreed that a language barrier does not prevent them or someone they know from utilizing BCRTA services.
- 0.0% Disagreed that a language barrier does not prevent them or someone they know from utilizing BCRTA services.
- 6.3% Strongly disagreed that a language barrier does not prevent them or someone they know from utilizing BCRTA services.

Factor 3: The importance to LEP persons of your program, activities, and services.

Task 3. Step 1: Identify your agency's most critical services.

- Commuter Services
- Curb-to-Curb On-Demand

- Fixed Route Services

Critical information from BCRTA which can affect access includes service and schedule information, fare and payment information, system rules, and information about how to ride. However, public transit services continue to be limited in Butler County and are relatively expensive (demand-response fares). If limited English is a barrier to using these services then the consequences for the individual are serious, including limited access to obtain health care, education, or employment.

However, the bigger issue is availability of public transit services in Butler County.

Task 3, Step 2: Review input from community organization and LEP persons.

After reviewing records and contacting community organizations BCRTA has made telephone and website translation available in all requested languages. BCRTA will also make written materials available in all languages upon request. However, after speaking with community organizations BCRTA has assessed that lack of LEP resources is not the problem but rather the communication of their availability.

Factor 4: The resources available to the recipient and costs.

Task 4. Step 1: Inventory language assistance measures currently being provided along with associated costs.

From 2014-2017, BCRTA has experienced limited requests for LEP services. The experience has been almost exclusively requests for Spanish alternatives. To request information in another language other than English, BCRTA provides a Google Translate widget on its website and provides an over-the-phone interpreter service for riders. This gives LEP persons the opportunity to communicate directly with or to receive a call back from an interpreter. LEP passenger use is tracked by the number of encounters and minutes our third-party interpreter is used to provide a request for services. BCRTA provided sixty-four encounters with an interpreter. The service was used for nine hours and twenty-four minutes and no translated written materials were requested.

BCRTA estimated costs over the last 3 years are between \$2,000 to \$5,000 to improve accessibility and provide additional LEP resources. This estimate includes upgrades to the website to facilitate more accessibility for LEP persons and \$817.80 spent on interpreter services.

Task 4: Step 2: Determine what, if any additional services are needed to provide meaningful access.

Due to the small size of our agency, limited resources, public reviews and expected population growth, BCRTA should focus its language measures on extending access for persons by local awareness and advertising. In addition, BCRTA should include LEP related issues in all personnel training, including administrative, dispatch, and bus operator training.

Task 4. Step 3: Analyze your budget.

Due to its limited size and services, BCRTA does not have a line item marketing budget. However, BCRTA could allocate \$1,000 per year for LEP services.

Task 4. Step 4: Consider cost effective practices for providing language services.

BCRTA should collaborate with identified community organizations to provide cost effective practices such as 1) help with translations of printed and online information; 2) distribution channels for printed information; 3) translation assistance for LEP persons; and 4) educational and outreach opportunities to help improve access for LEP person. In addition, BCRTA should research and pursue language assistance products and translation services developed and paid for by local, regional, or state government agencies.

BCRTA has adopted the following implementation plan to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no persons shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the FTA.

Plan for Implementation

1. Identifying LEP individuals who need language assistance.

The four factor analysis indicates that the largest group of LEP persons speaks Spanish. In addition, the largest concentrations of LEP persons are in the Hamilton, Fairfield and West Chester township portions of Butler County which are within the portion of Butler County within the Cincinnati Urbanized Area.

Discussions with the bus operators and dispatch personnel indicate that the current frequency of contact with LEP persons has been extremely limited. However, there are demographic changes which could lead to a growing number of LEP persons in need of local public transit.

BCRTA is in the process of following up on sent letters, service information and surveys to agencies identified as serving LEP populations. Survey results will assist in further identifying LEP individuals and language assistance needs.

2. Language assistance measures

BCRTA will continue to track the Google Translate widget on its website and will provide printed materials in requested languages as well as identify distribution outlets to share such information. In addition, BCRTA will continue to maintain its over-the-phone translation service to allow LEP persons to receive service information in their native language.

BCRTA updates its implementation plan based on survey results and subsequently targets outreach to address new information.

3. Training staff

BCRTA bus operators, dispatch and scheduling personnel, and administrative staff may come into contact with LEP persons. **Training on BCRTA's responsibility to serve LEP persons** will be addressed as follows:

- BCRTA will post updated information on employee boards concerning BCRTA's responsibility on serving LEP persons.
- Orientation and initial training for new bus operators, and ongoing training and retraining sessions will include information on serving LEP persons.
- BCRTA will include information on serving LEP persons and BCRTA responsibilities in the BCRTA Employee Handbook which will be reviewed and verified (employee sign off) by each BCRTA employee.

4. Providing notice to LEP persons.

BCRTA will conduct outreach efforts to the target organizations and other organizations identified through the current survey. The Manager of Administration will lead these efforts.

5. Monitoring and Updating the LEP Plan.

BCRTA Board of Trustees reviewed and approved the 2014 LEP plan on January 15, 2014. The BCRTA Board of Trustees will review and approve the plan next on February 15, 2017.

The BCRTA Executive Director will review the LEP Plan and survey results annually with the BCRTA Board of Trustees.

BCRTA will include an LEP question on its annual customer satisfaction survey.

BCRTA will work with the Transit Alliance of Butler County to seek LEP representation on its Board of Directors.

The Executive Director and Operations Directors will be responsible for monitoring the plan, and reporting changes and updates to the BCRTA Board of Trustees.

Appendix C: Public Participation Plan

OKI Coordinated Public Transit Human Services Transportation Plan 2012



Accessibility

Affordable Fares

Weekend Trips

Employment Destinations



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Chapter 1

Introduction to the Coordinated Plan

1.1 Federal Requirements and OKI's Role

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: a Legacy for Users (SAFETEA-LU) passed by Congress in 2005 included a requirement to develop a coordinated public transit-human services transportation plan, hereafter referred to as the Coordinated Plan. The Coordinated Plan is expected to address three programs under Title 49 of the U.S. Code (U.S.C.): Section 5310 (Elderly Individuals and Individuals with Disabilities, also referred to as the Specialized Transportation Program); Section 5316 (Job Access and Reverse Commute or JARC) and Section 5317 (New Freedom).

SAFETEA-LU requires that projects selected for funding under these three programs be “derived from a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.” While SAFETEA-LU does not define a coordinated plan, Federal Transit Administration (FTA) guidance defines it as a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of older adults, individuals with disabilities and low-income individuals; lays out strategies for meeting these needs; and prioritizes services for these target populations.

As the Metropolitan Planning Organization (MPO) for transportation in the Greater Cincinnati Region, the Ohio-Kentucky-Indiana Regional Council of Governments (OKI) has engaged in multi-jurisdictional planning dating back to the 1960's, in a tri-state area with many jurisdictions, transportation providers and stakeholders. OKI began developing the first Coordinated Plan for the region in 2006. With the demonstrated support of transit and social service agencies in the region, OKI was identified in 2007 by the Governors of Ohio and Kentucky as the Designated Recipient for JARC and New Freedom federal funds in the Cincinnati urbanized area. (The Cincinnati urbanized area involves a small part of Dearborn County and OKI was not identified by the Indiana governor as a Designated Recipient under JARC and New Freedom.) OKI's responsibilities in southwest Ohio and northern Kentucky consequently involve both developing a Coordinated Plan to improve mobility for these target populations and also using the plan to guide decisions on funding for eligible transportation improvements.

OKI prepares the Coordinated Plan in concert with public, private and non-profit transportation providers, human service agencies, passengers and their advocates, and other stakeholders who have an interest in the outcome of planning. OKI also leads the selection process in southwest Ohio and northern Kentucky to determine which projects will be funded with JARC and New Freedom federal funds. These projects are then

incorporated in long range metropolitan and statewide transportation plans, short range Transportation Improvement Programs (TIPs), and short range Statewide Transportation Improvement Programs (STIPs).

Several elements are involved in the Coordinated Plan, as follows:

- Assessing transportation needs for individuals with disabilities, older adults and persons with limited income
- Inventorying available services to identify areas of redundancy and gaps in service
- Identifying strategies to address identified gaps in service
- Identifying actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources through coordination
- Prioritizing implementation strategies

OKI adopted the first Coordinated Plan for the region in 2007, updated the inventory information for the Plan in 2009, and has been working with stakeholders since 2011 to create this comprehensive 2012 update of the Coordinated Plan. The Coordinated Plan has been and will be used both by funding applicants to document the need for their projects and by the responsible administrative agencies to make funding decisions.

1.2 Programs for Improving Transportation Services to Target Populations

The Coordinated Plan is aimed at providing transportation for older adults, individuals with disabilities and low-income individuals where public transportation is not available or not adequate. Improvements to transportation for these target populations are funded through three federal programs:

- Title 49, Section 5310 (Elderly Individuals and Individuals with Disabilities);
- Title 49, Section 5316 (Job Access and Reverse Commute or JARC); and
- Title 49, Section 5317 (New Freedom).

The Elderly Individuals and Individuals with Disabilities Program, also called the Specialized Transportation Program (Section 5310), supports transportation services to elderly persons and persons with disabilities. It provides funds for capital improvement—mostly vehicles and equipment—where public transportation is unavailable, inappropriate, or insufficient.

OKI does not directly award grants under Section 5310. OKI does review Ohio applications for this program and makes recommendations to the Office of Transit under the Ohio Department of Transportation. OKI does not participate in the Elderly Individuals and Individuals with Disabilities Program for Kentucky or Indiana; it is

administered in Kentucky by the Northern Kentucky Area Development District and in Indiana by the Indiana Department of Transportation. Eligible applicants include:

- ❖ private nonprofit corporations incorporated through the state as a 501 (c) (3) agency,
- ❖ public bodies in a coordination effort, and
- ❖ public bodies where no private nonprofit corporation exists (typically in rural areas).

Agencies, businesses, and organizations that provide specialized transportation for elderly and disabled individuals can apply for funds available, and their applications are then reviewed based on the needs and priorities in the Coordinated Plan.

The goal of the **Job Access and Reverse Commute (JARC) Program** (Section 5316) is improving access to transportation services for employment and employment-related activities (like job training) for welfare recipients and eligible low-income persons. The program serves individuals in urbanized and non-urbanized areas by providing transportation to suburban employment locations.

Many entry-level jobs are in suburban areas difficult to access from urban, rural, or other suburban neighborhoods, and often involve working second or third shifts or weekends when transit service is further limited. JARC provides funds for capital, planning, or operating expenses, as described in detail in Appendix A. Eligible projects include:

- ❖ late-night and weekend service for second and third shift workers
- ❖ guaranteed ride home service
- ❖ shuttle service
- ❖ expanding fixed-route public transit routes
- ❖ demand-responsive van service
- ❖ ridesharing/carpooling activities
- ❖ transit-related aspects of bicycling (adding bicycle racks to vehicles or bicycle storage to transit facilities)
- ❖ local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides
- ❖ promoting public transit for workers with non-traditional schedules and transit voucher programs for welfare recipients and other low-income individuals
- ❖ promoting development of employer-provided transportation such as shuttles, ridesharing and carpooling
- ❖ supporting administration and expenses related to voucher programs

More detail about Job Access and Reverse Commute project eligibility is provided in Appendix A.

The goal of the **New Freedom Program** (Section 5317) is to integrate individuals with disabilities into the work force and full participation in society. It is targeted toward improving public transit service beyond the requirements of the Americans with Disabilities Act (ADA), providing transportation alternatives, and removing barriers to transportation for people with disabilities. The program is entitled “New Freedom” because eligible projects must be new and must not have existed prior to the passage of SAFETEA-LU in 2005. After a project is funded with New Freedom dollars, however, it may continue to receive New Freedom funding in the future. Eligible projects include:

- ❖ enhancing paratransit beyond ADA minimum requirements, such as adding hours of operation or extending geographic coverage
- ❖ new feeder service that provides access to commuter rail or bus or to intercity rail or bus stations
- ❖ accessibility improvements to facilities such as sidewalks and bus stops
- ❖ improving signage or way-finding technology
- ❖ travel training such as orientation and mobility instruction
- ❖ purchasing vehicles to support new accessible taxi, ride sharing and/or vanpooling programs
- ❖ supporting administration and expenses related to new voucher programs
- ❖ supporting new volunteer driver and aide programs
- ❖ supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation

More detail about New Freedom project eligibility is provided in Appendix A.

1.3 Funding and the Project Selection Process

OKI has had three rounds of funding made available by the federal government for JARC and New Freedom programs, roughly two years apart, in 2007, 2009, and 2011, and anticipates another call for projects in 2013. Capital projects require a 20% local match; operating projects require a 50% local match. Eligible applicants include:

- ❖ private non-profit organizations;
- ❖ state or local government authority; and
- ❖ operators of public transportation services including private operators or public transportation services.

In the selection process, JARC and New Freedom project grant applications are reviewed and scored based on criteria and information derived from the Coordinated Plan. The scoring criteria were developed with help from an Oversight Team, composed of 12 members from local transit and social service agencies, who also helped to develop the original Coordinated Plan and this update. A copy of the grant application form is provided in Appendix A, along with a list of the agencies represented on the Oversight Team.

1.4 The Updating Process for the Coordinated Plan and Targeted Outreach

Work on this Coordinated Plan began in the summer of 2011 with systematic updating of contact information for transportation providers to the target populations and with a meeting of the Oversight Team on August 2nd to refine the updating process. The transportation providers were then contacted about their services so that OKI could compare their current information with data about and from the target populations to help identify areas of redundancy or gaps in service.

The results of inventorying transportation services currently available to the targeted populations are provided in detail in Chapter 2 of this Plan. Current information about the transportation needs of older and low-income individuals and individuals with disabilities is provided in Chapter 3 of this Plan. The information about needs and gaps in service was obtained through four different methods, three of which involved extensive outreach to the targeted population and those agencies serving them.

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

A third method was a public survey available in either hard copy or on-line versions, publicized through transportation and social service agencies and through Facebook and Twitter. The survey was provided on OKI's website at www.oki.org and on Facebook for several weeks, was distributed electronically via Constant Contact, and hard copies were made available to transportation providers and social service agencies serving the target populations, such as Warren County Community Services and the Freestore Food Bank, along with direct appeals from these providers and agencies to their clients to respond to the survey.

The fourth method was to convene a public meeting at OKI on December 13, 2011 that drew a total of 36 attendees, including representatives from transportation and social service agencies along with clients of these agencies who use their transportation services. The public meeting included an overview of OKI's assessment of transportation services in comparison to employment areas and target populations on a geographic basis.

After the geographic overview was presented, the public meeting's focus was on facilitated small group discussions by county which lasted for about 50 minutes. Each small group had access to mapped and tabular information from OKI's data analysis, and focused their discussion on a series of questions about service areas, gaps, overlaps,

needs for coordination or other needs. Comments were simultaneously summarized and displayed on oversized tablets and easels by a recorder for each group.

The public meeting ended with each small group reporting back to the whole group of attendees, and with each participant being asked to use three checkmarks to indicate what they considered to be the most important transportation needs of the target populations, out of a list drawn from the initial responses to the agency and public surveys.

Appendix B contains more detailed information about OKI's outreach efforts and their results, including the agency survey and the public survey and summaries of responses to them; the public meeting agenda; the public meeting sign-in sheet; the feedback from small group discussions at the public meeting; and the public meeting attendees' selection of priority needs.

The responses to the surveys and the comments made at the public meeting were very helpful in giving OKI a better picture of how transportation for the target populations is provided; the providers' interests, potential, and obstacles for making improvements; the level of interest in different kinds of transportation for the target populations; the improvements needed and those most needed. These responses and comments contributed significantly to OKI's analysis, reflected in succeeding chapters. Chapter 2 is an inventory of transportation services currently available for the target populations in the region. Chapter 3 is a description of gaps identified and improvements needed in these transportation services. Chapter 4 identifies strategies and coordinated actions to make improvements and fill service gaps, and Chapter 5 identifies priorities for implementation.

Chapter 2

Targeted Transportation Services in the OKI Region

2.1 Regional Overview

The geographic area covered by this plan includes Butler, Clermont, Hamilton and Warren Counties in Ohio and Boone, Campbell and Kenton Counties in Kentucky. All of these counties include urbanized area eligible for federal funding under the three programs described in Chapter 1: the Specialized Transportation Program (Section 5310), the Job Access and Reverse Commute Program (Section 5316) and the New Freedom Program (Section 5317). The focus of this chapter will be to summarize the transportation services available to the target populations served by these programs, i.e. older adults, individuals with disabilities, and individuals with low incomes.

A network of providers, including both transit providers and social service agencies, make transportation available to the target populations throughout the OKI Region. Transit agencies serve the general public and users from the target populations in every county. Social service agencies expand the availability of transportation by serving certain types of users in certain areas for certain kinds of trips, based on agency missions. Taxi services and other private providers further expand travel opportunity for the target populations. The result is that transportation services for the target populations cover a large area in the region but the level and types of service vary greatly.

The target populations have different travel options depending on their individual needs, place of residence, and type of trip and destination. This chapter provides an inventory of the transportation service providers for them. The inventory is based upon agency information updated by OKI in the spring of 2009 and information collected during the 2011 outreach efforts described in Chapter 1. While the inventory has some limitations--some agencies did not participate in the survey, others may have been missed during outreach efforts, and still others are located outside OKI's defined seven-county planning area but may provide service to residents within it—it currently constitutes the best available information from which to develop recommendations. Nonetheless, the inventory described in this Chapter will need to be updated periodically to remain current and expanded when new agencies are identified.

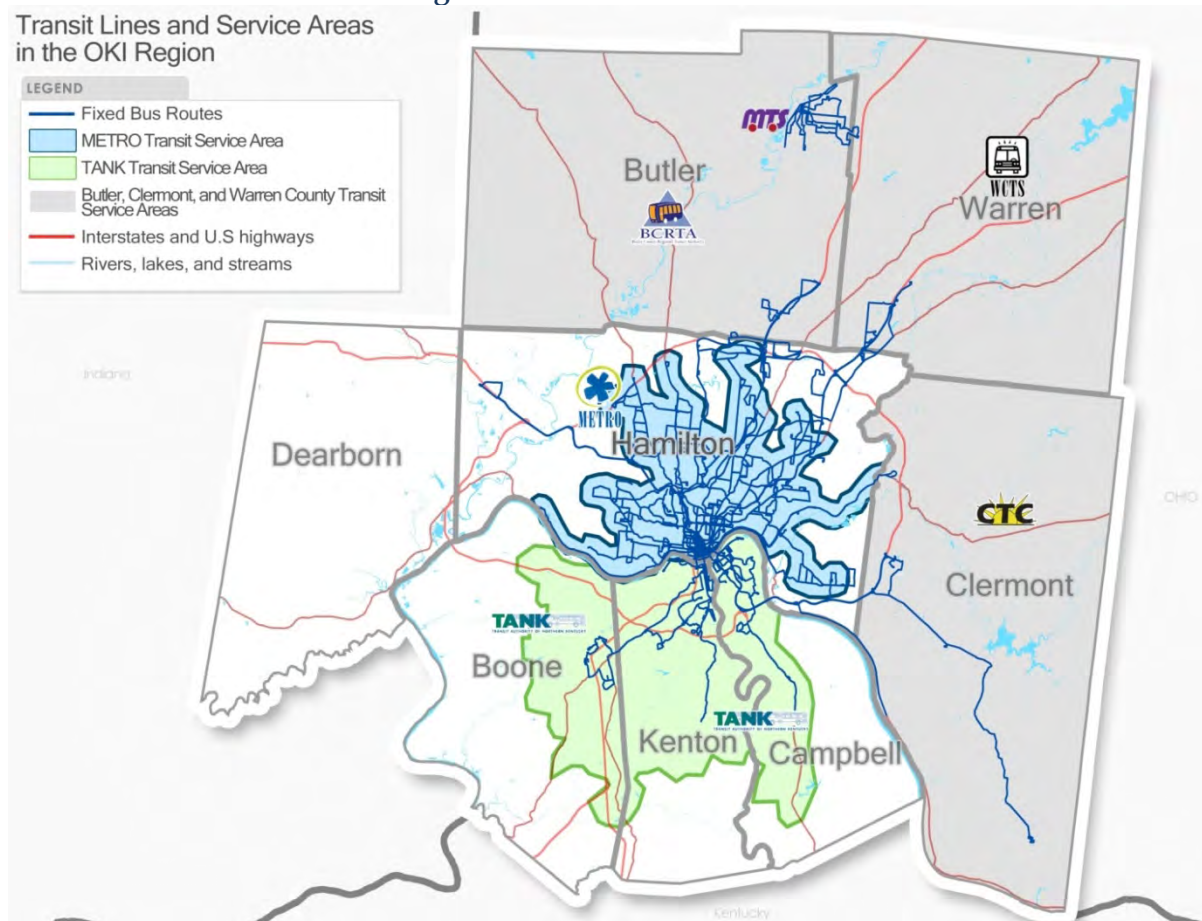
The inventory includes six transit providers, seventeen social service agencies and seven private organizations operating vehicles and providing transportation services to the target populations. Appendix C includes an agency profile for each transportation service provider in the inventory. Each profile includes a map of the geographic service area involved and characteristics of the provider, including descriptions of agency missions, types of users served, types and times of services provided, user eligibility requirements, and fares. The number of monthly trips provided by each agency is also included in order to indicate their volume of service.

2.2 Transit Providers: Services and Service Areas

All the transit operators in the seven-county planning area serve both the general public and people from the target populations. The Americans with Disabilities Act (ADA) requires public transit to be accessible to passengers with disabilities. Six transit agencies operate in the planning area and there is some level of transit service in each of the counties. All transit providers offer paratransit options, including individualized rides without fixed routes or schedules, called demand response service. Three transit agencies provide both fixed route service and demand response service. The fixed route transit service covers much of the region's central urbanized area, and three agencies operate demand response systems countywide.

Of the six transit agencies, three operate countywide in Butler, Clermont and Warren Counties, respectively; one operates in a large portion of Hamilton County, Ohio; one operates in portions of all three counties in Northern Kentucky; and one operates on a citywide basis in Middletown in Ohio's Butler County. The areas served by public transit are represented in Figure 2-1 and detailed in Table 2-1.

Figure: 2-1. Transit Service Areas



With the exception of Middletown's agency, these transit agencies make trips to some destinations outside of the area where their customers originate. The Southwest Ohio Regional Transit Authority (SORTA – more commonly referred to as "Metro") serves Hamilton County and extends routes to limited areas in adjacent Butler, Clermont, and Warren Counties to connect riders to the Cincinnati Central Business District (CBD). The Transit Authority of Northern Kentucky (TANK) operates routes to connect Northern Kentucky riders with the Cincinnati CBD. Among the three agencies that operate countywide demand response systems, the Butler County Regional Transit Authority (BCRTA) operates shuttle connectors to SORTA transit service; the Clermont Transportation Connection (CTC) operates two express routes from Clermont County to the Cincinnati CBD; and Warren County Transit Service (WCTS) provides connections to the Greater Dayton Regional Transit Authority South Hub transit center near the I-75 and I-675 interchange in Montgomery County.

**Table 2-1. Areas Served by Transit Providers
(based on survey responses in 2011)**

County	Transit Agency	1-way trips per month	Service Area
Butler County	Butler Co. Regional Transit Authority (BCRTA)	4,200*	All of Butler County
	Middletown Transit System	4,800	City of Middletown
Clermont County	Clermont Transportation Connection (CTC)	3,000	All of Clermont County; destinations also in Hamilton County
Hamilton County	Southwest Ohio Regional Transit Authority (SORTA) also known as "Metro"	114,500	Cincinnati and other urbanized areas in Hamilton Co. (primarily east of the Great Miami River); route extensions into Butler, Clermont, and Warren Counties
Warren County	Warren County Transit Service	4,500	All of Warren County; destinations also in Butler County
Northern Kentucky	Transit Authority of Northern Kentucky	9,200	Covington, Newport, and other urbanized areas in Boone, Campbell, and Kenton Counties; connections to Cincinnati CBD

*Note: BCRTA expects an average of 5,000 1-way trips per month in 2012.

Transit Fixed Route Service

As shown on Figure 2-1, fixed route service within the region is operated by the following four providers and is used by both the general public and some of the target populations with specialized transportation needs:

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

Transit Demand Response Service

Demand response service is offered by all six transit providers. Demand response services are operated by SORTA, TANK and MTS for people with disabilities who are unable to use their fixed route service and who are certified as eligible. SORTA operates a program called Access, which is a public shared-ride service providing origin-to-destination transportation in small buses, for people whose disabilities prevent them from riding Metro buses. TANK operates the Regional Area Mobility Program (RAMP) which is a door to door paratransit service available to disabled citizens who are unable to use TANK's fixed route bus service. MTS also provides a paratransit demand response system which is curb-to-curb within the Middletown city limits. Travel opportunity for those with specialized transportation needs is further expanded through SORTA's discounted fares for fixed route service and TANK's DayTripper service for people who qualify based on age, disability, or income.

The demand response service operated by the other three transit agencies is countywide, curb-to-curb or door-to-door, and available to both the general public and people with specialized transportation needs. These systems are operated by:

- **Butler County Regional Transit Authority (BCRTA),**
- **Clermont Transportation Connection (CTC), and**
- **Warren County Transit Authority (WCTA).**

These three countywide demand response programs all provide additional transit services that expand transportation availability for the target populations to different degrees. BCRTA operates shuttles that improve access to jobs, medical centers or doctor appointments, and shopping. CTC operates an in-county shuttle service from Felicity to the Eastgate area, two express routes to the Cincinnati CBD, and provides demand response service at reduced fares for seniors and people with disabilities. WCTA provides discounted fares for demand response service for the elderly and people with disabilities.

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

Table 2-2. Services per Transit Provider (based on survey responses in 2011)

Transit Agency	Fixed Route Service				Demand Response Service					
	Available	Reduced Fares or Special Service based on ...			Availability of Curb-to-Curb or Door-to-Door Service					
		Age	Disability	Income	Area	General Public	Criteria for Eligibility	Reduced Fares	Weekday	Weekend
BCRTA/ Butler Co. Regional Transit Authority		*Middletown-Hamilton-Fairfield & Middletown-Oxford interurban shuttles; Hamilton/Fairfield shopping shuttles			Through-out county; job shuttle in southeastern Butler Co. & I-275 corridor	•	Only for job & medical shuttles		6 AM to 6 PM; 6 AM to 11PM for job shuttle	
CTC/Clermont Transportation Connection		2 express routes into Cincinnati and the Felicity-Eastgate shuttle			Through-out county	•	•	•	6 AM to 6 PM	6 AM to 6 PM
Middletown Transit System	•	•	•		Within Middle-town		•		6:30 AM to 6:30 PM	Saturdays 8:30 AM to 4:30 PM
Southwest Ohio Regional Transit Authority (SORTA)	•	•	•	•	In ¾ mile proximity to fixed route network		•		4:11 AM to 1:45 AM	Saturdays & Sundays 4 & 5 AM to about 1:30 AM
TANK/Transit Authority of Northern Kentucky	•	•	•	•	In ½ mile proximity to fixed route network		•		RAMP: 5 AM to 1 AM Day Tripper: 9 AM to 3 PM	RAMP: Saturday
Warren County Transit Service		Not available			Through-out county	•	•	•	6 AM to 6:30 PM	

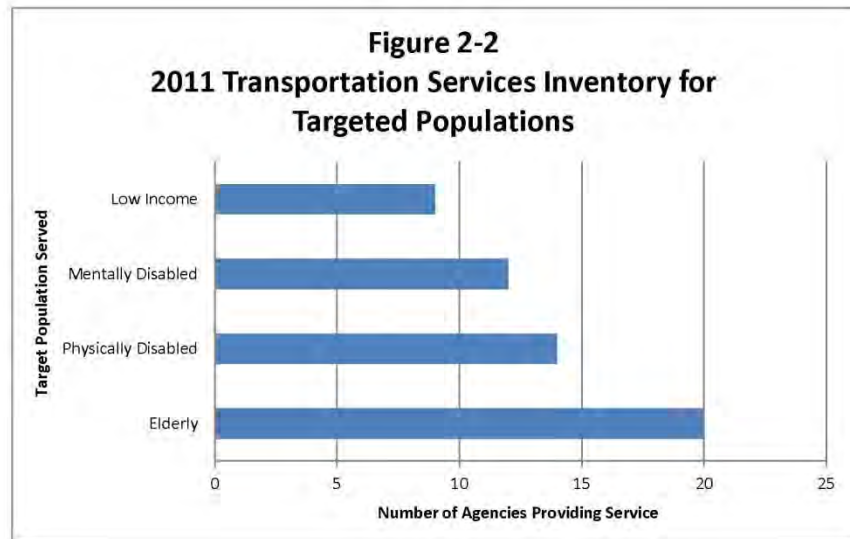
* This service is considered demand response by FTA because of availability of route deviations upon request.

2.3 Agency Providers: Services and Service Areas

Social service agencies and private providers supplement the transportation provided by transit agencies. Several social service agencies cover a diverse range of transportation needs through the combined effect of individual agency services. An agency may provide specialized service to one type of user (e.g., people over age 60, people with a certain type of disability) or to the clients of one agency, or they may serve all types of users in one jurisdiction.

OKI's survey in 2011 helped to identify the range of transportation services provided by social service agencies. While the survey responses did not yield a completely comprehensive inventory, they did provide an indicator of the types of services available and where and when they are provided.

Figure 2-2 shows the number of agencies serving different types of users. All 24 agencies responding participated in the 2009 and/or 2011 survey(s) and all operate vehicles providing transportation services to the target populations. Of that total, 20 provide service to the elderly; 14 provide service to people with physical disabilities; 12 provide service to the mentally disabled; and 9 provide service to low-income individuals.



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



Figure 2-3 Elderly Service Intensity



Figure 2-4 Disabled Service Intensity

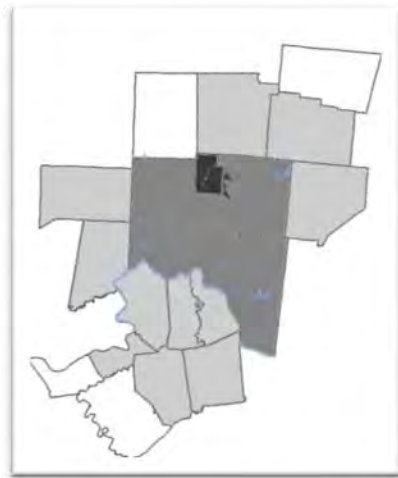
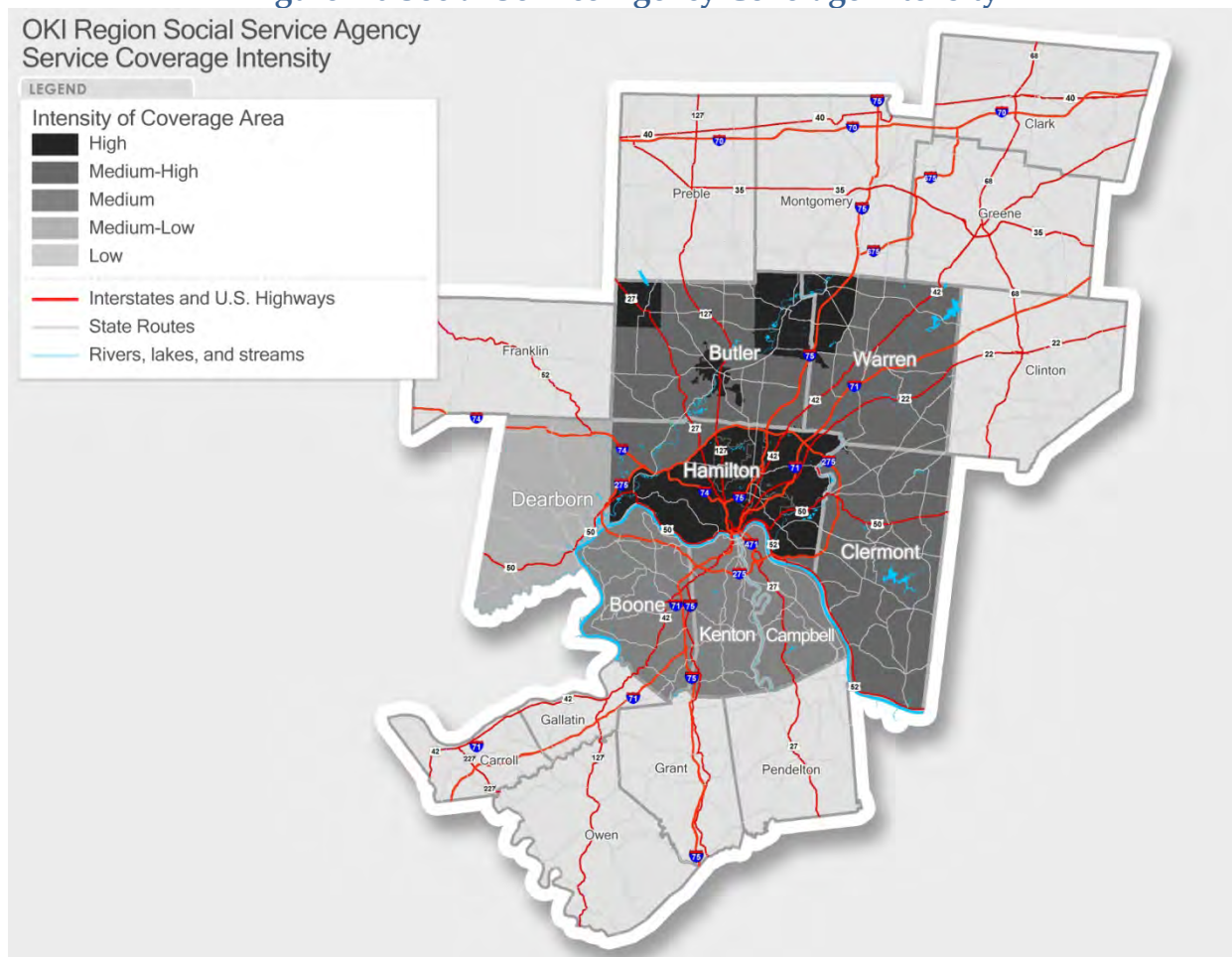


Figure 2-5 Low Income Service Intensity

Figure 2-6 compiles the service area of all 24 social service and private agency providers who responded to the survey. As would be expected, the highest concentration of service opportunity is in the central portion of the region. There are also high concentrations in a few Butler County vicinities and in northwest Warren County.

Figure 2-6 Social Service Agency Coverage Intensity



Of the 24 agencies who responded, 17 (approximately 70%) identified themselves as social service agencies offering service to those targeted populations meeting eligibility requirements. Seven of the agencies (approximately 30%) identified themselves as private organizations that offer service to their members or paying users.

In general, fewer options exist for trips to school (provided by 20% of the agencies) and job training destinations (provided by 30% of the agencies), while greater options exist for trips to the grocery (provided by 75% of the agencies) and medical-related trips (provided by 70% of the agencies). Trips for social activities (provided by 70% of the agencies) and life maintenance (provided by 67% of the agencies) were also options from many of the agencies. More detail about the types of trips provided can be found in [Appendix C](#).

2.4 County Profiles of Transportation Services for the Target Populations

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

Table 2-3. Services per County

Area	Total Agencies	Population Served				
		Elderly	Mentally Disabled	Physically Disabled	Low Income	
Butler County	12	11	7	7	7	
Clermont County	8	5	7	5	4	
Hamilton County	13	12	6	9	5	
Warren County	7	5	6	6	4	
Northern Kentucky	4	3	4	4	3	

Butler County has 12 agencies operating transportation services for the target populations, with 11 of those providing service for elderly individuals. Seven agencies operate transportation services for disabled and low income individuals.

Clermont County has eight agencies operating transportation services for the target populations, with seven of those providing service to physically disabled individuals. This is the highest number of agencies with transportation available for physically disabled individuals in any county of the planning area. Five agencies operate transportation services for mentally disabled individuals and five for elderly individuals. Only four agencies operate transportation services for low-income individuals.

Hamilton County, with 13 agencies operating transportation services for the target populations, has the highest number of such agencies of any county in the planning area. Twelve of these agencies operate specialized transportation services for the elderly, nine operate transportation services for the mentally disabled, six for the physically disabled and five for low-income individuals.

Warren County has seven agencies operating transportation services for the target populations. Six operate transportation services for both the physically and the mentally disabled, five for the elderly and four for low-income individuals.

The Northern Kentucky counties of Boone, Campbell and Kenton have only four agencies operating transportation services for the target populations, the fewest in the inventory. All four agencies serving Northern Kentucky provide transportation service to disabled individuals. Three agencies provide transportation service to elderly and low-income individuals.

Table 2-4 shows the time periods when specialized service is available in each Ohio county and in the northern Kentucky area. All of the agencies offer some service during business hours, generally between 9:00 a.m. and 5:00 p.m., but these hours vary greatly depending on the provider. More detail is provided in Appendix C.

Table 2-4. Service Times per County

Four of the agencies inventoried offer services 24 hours a day, seven days a week, but these agencies do not serve every county in the planning area. A limited number of agencies offer service on weekday evenings and weekends.

Area	Total Agencies - Weekday Services	Service Times Available		
		24/7	Evening (after 6:00PM)	Weekend
Butler County	12	2	3	4
Clermont County	8	2	2	4
Hamilton County	13	4	4	5
Warren County	7	3	3	1
Northern Kentucky	4	1	1	0

Chapter 3

Transportation Gaps and Needs of the Targeted Populations

3.1 Regional Overview

As described in Chapter 2, the region enjoys the benefit of having six transit agencies providing fixed route transportation to portions of all seven counties evaluated in this Coordinated Plan. The region also enjoys the benefits of more than 100 social service agencies who advocate for the transportation needs of their clients, with at least 24 of them directly providing transportation services to the target populations of the elderly, the disabled and low-income individuals.

Despite the benefit of fixed route transit availability, there are many areas of the region beyond proximity to a fixed transit service provider. As described in Chapter 2, there are also many limitations to the transportation services provided in the region for the target populations, most notably the limited amount of services available during evening and weekend time periods and the apparent lack of transportation services available to low-income individuals, particularly those residing beyond the proximity of fixed route transit service.

This chapter evaluates gaps in service based upon available geographic data as well as from the perspective of the target populations, transportation providers and the public.

3.2 Needs Indicated by Local Data

Concentrations of the target populations most likely in need of, and eligible for, transportation services within the seven-county Coordinated Plan area were identified geographically in a multi-step process. In the first step, regional averages for the three target populations were identified, according to 2000 census data. In the second step, these regional averages were used as threshold levels, so that numbers at and above the thresholds could be shown as indicators of concentrated population.

More specifically, data for each target population group were aggregated by Traffic Analysis Zone (TAZ), the geographic unit used by OKI for transportation analysis. OKI then refined a methodology developed by the Ohio Department of Transportation (ODOT) in order to classify geographic areas both exceeding the threshold values and having a numerical incidence of more than 100 as areas with concentrations of the target populations. [Figures 3-1](#) through [3-6](#) illustrate the concentrations of the target populations by TAZ in the OKI region, both by population type and in comparison with the availability of transportation services.

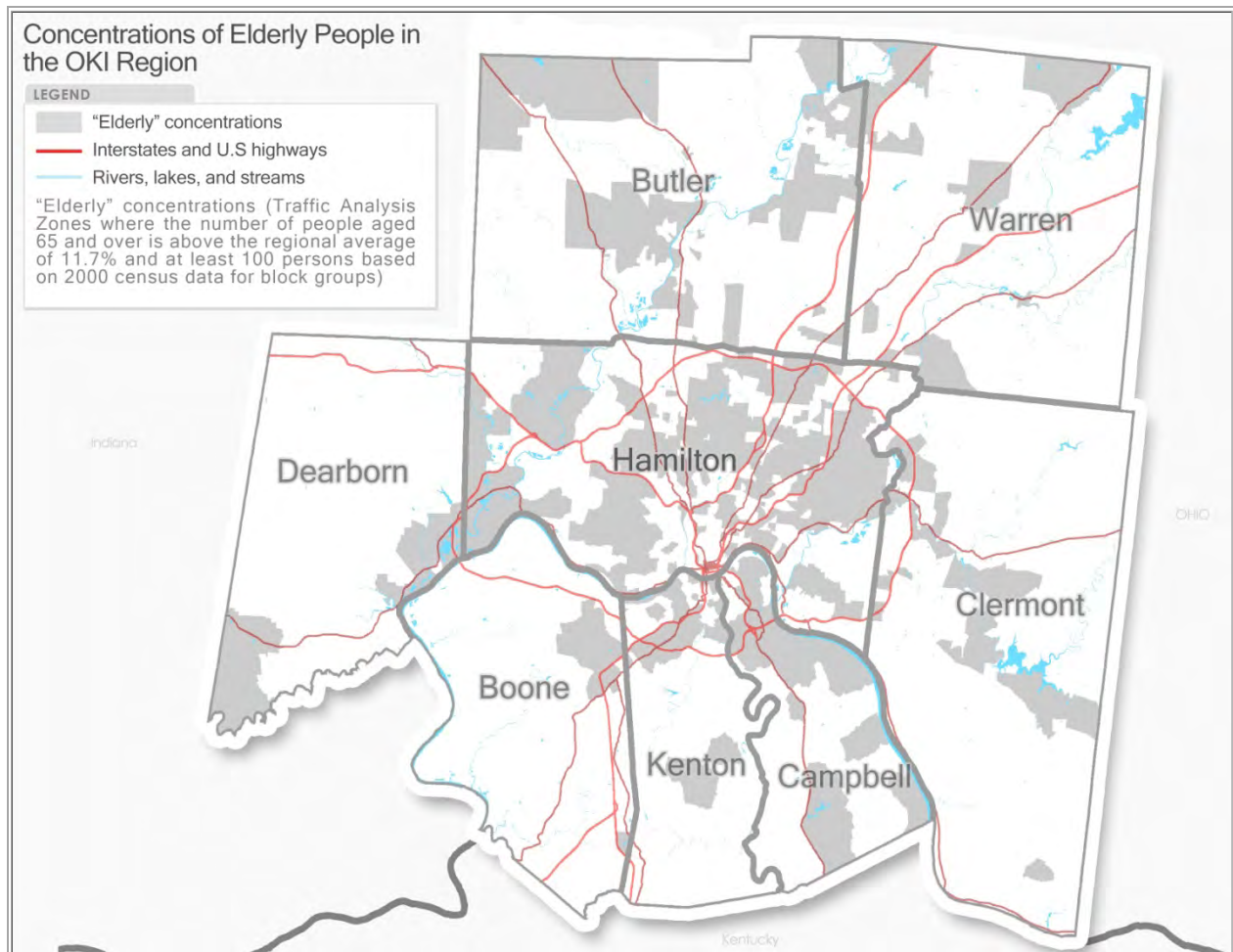
Figure 3-1: Concentrations of Elderly People

Figure 3-1 shows the areas where the number of elderly people (65 and older) is at or above the regional average of 11.7%. With the exceptions of northern Butler and Warren, central Clermont, and southern Campbell Counties, the concentrations of elderly are generally found within the central portion of the region. It is noteworthy that the percentage of elderly people in the region is projected to increase substantially by 2040. In fact, the population cohort of 65 and older is the only age cohort projected to be at a higher percent in 2040 than 2005. With the front end of the baby boom generation beginning to reach age 65 in 2010, growth in the region's elderly population has significant implications for travel needs now and in the future. This age sector is projected to grow from under 12 percent of the region's population in 2005 to 17 percent in 2040.

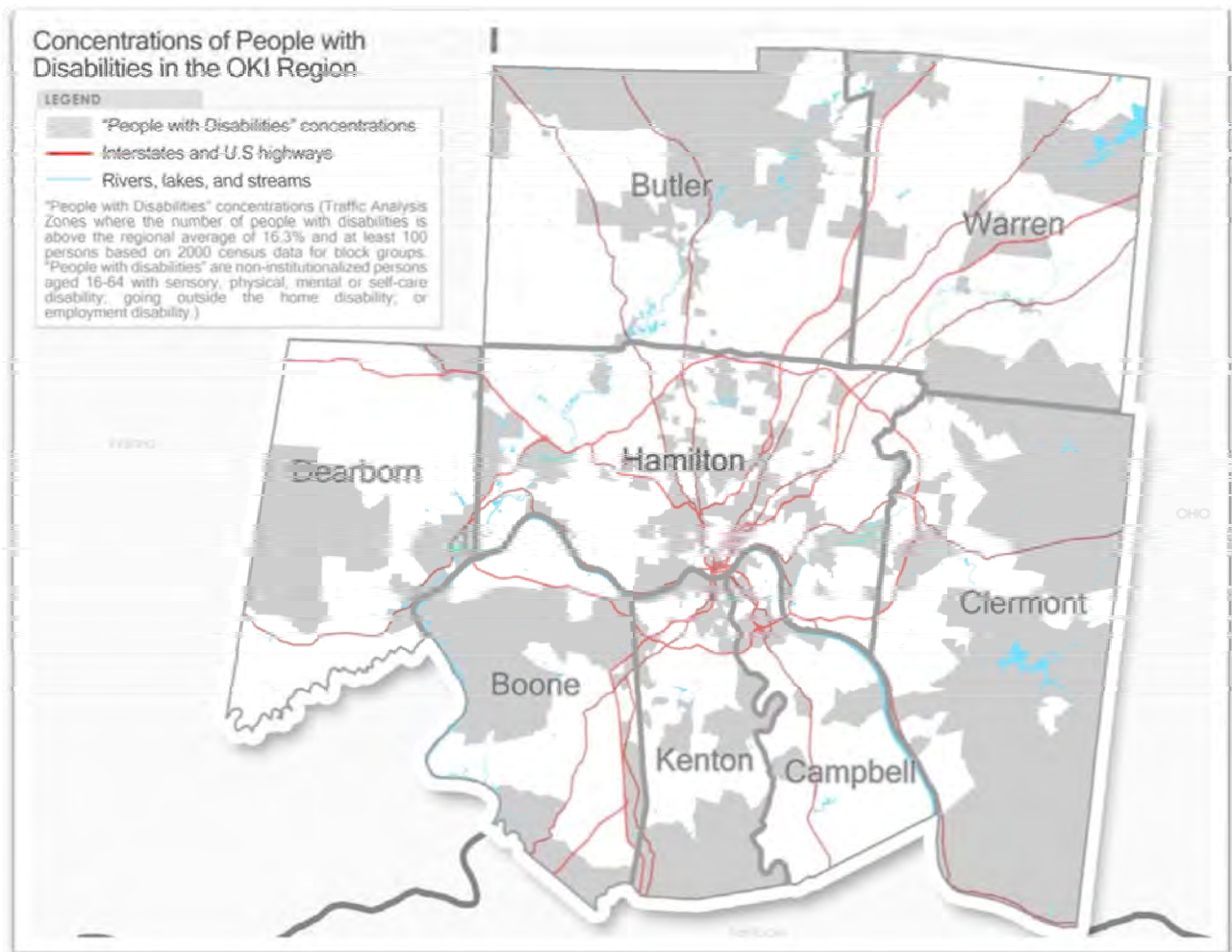
Figure 3-2: Concentrations of People with Disabilities

Figure 3-2 indicates areas where the number of people with disabilities is at or above the regional average of 16.3%. People with disabilities include non-institutionalized persons aged 16-64 with sensory, physical, mental or self-care disability or employment disability. Unlike the concentrations of elderly persons indicated on the previous figure, the concentrations of people with disabilities tend to be on the periphery of the region and thus farther from the proximity of fixed transit services.

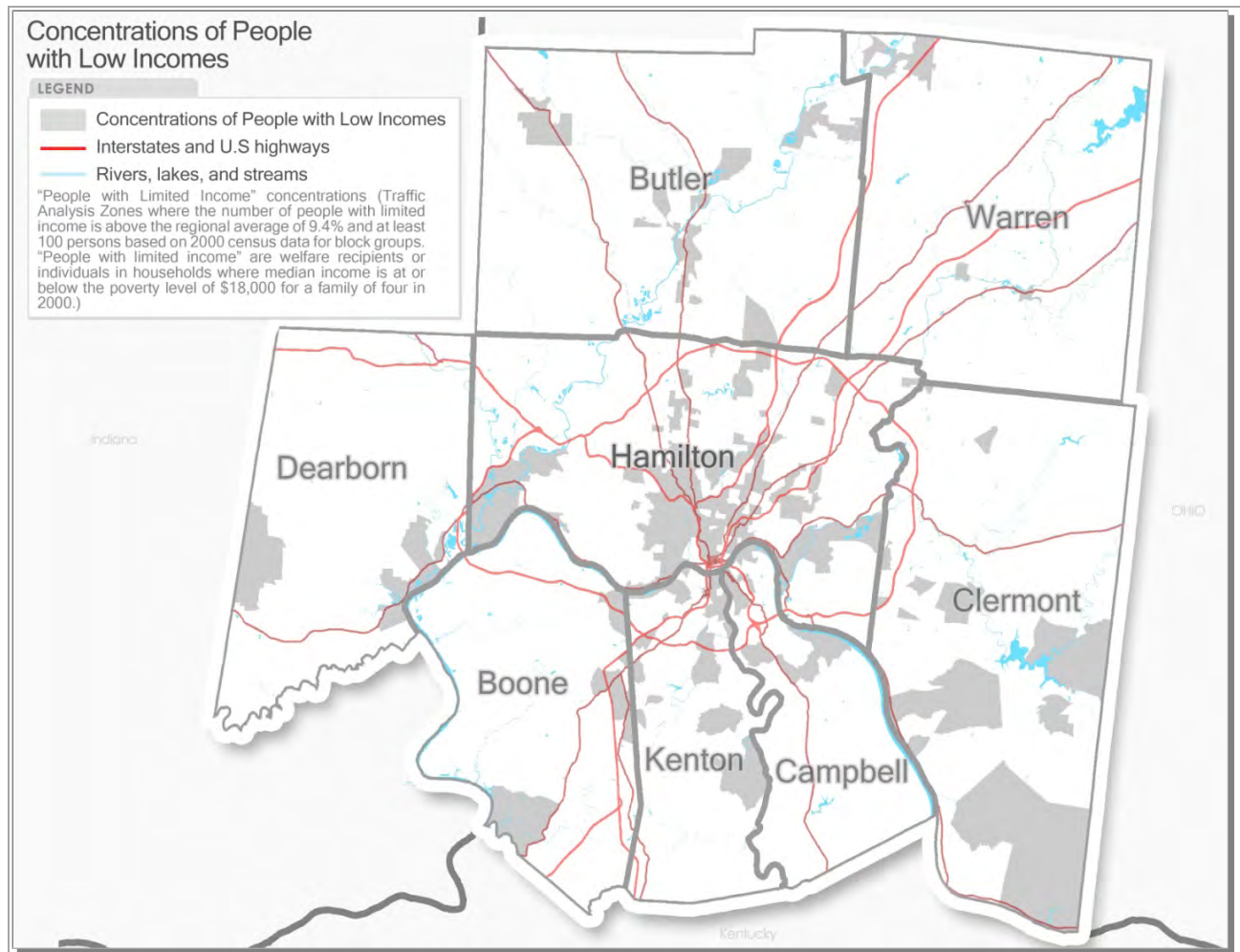
Figure 3-3: Concentrations of People with Low Incomes

Figure 3-3 indicates areas where the number of people with low incomes is at or above the regional average of 9.4%. The analysis was based on results of the 2000 Census, which identifies individuals who are below the poverty level. In the OKI region, this group is the most concentrated of the three population groups. This data is especially relevant to considering the need for transportation improvements funded through JARC (Job Access and Reverse Commute), to improve access to transportation services for employment and employment-related activities.

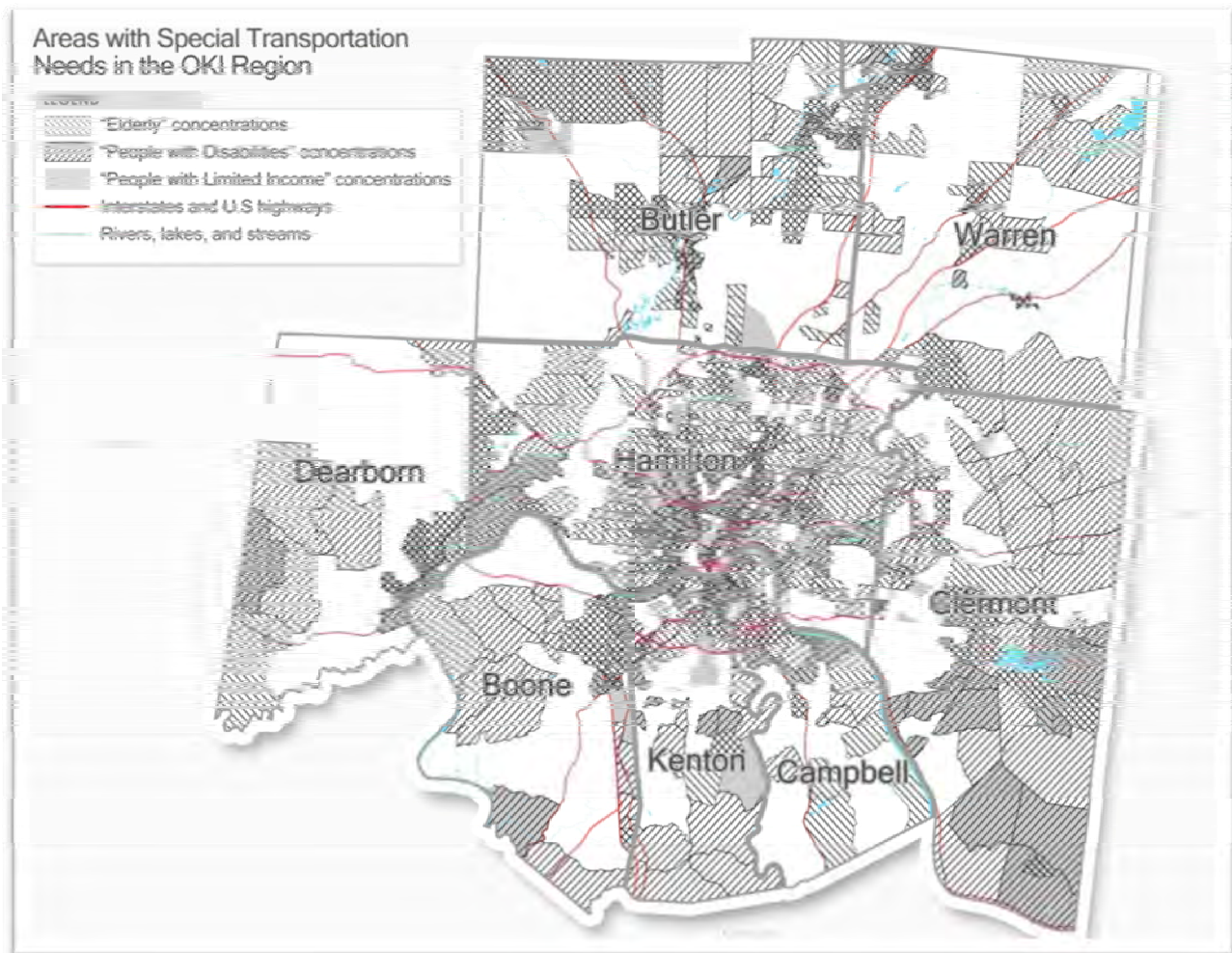
Figure 3-4: Concentrations of Special Transportation Needs

Figure 3-4 compiles all three target populations depicted in Figures 3-1 through 3-3 into one figure. As Figure 3-4 shows, there is considerable geographic overlap among the target populations with special transportation needs. As future programs and projects are considered to serve the needs of each type of user, efficiencies gained by providing services to multiple user types are certainly conceivable in terms of the identified overlaps depicted here. It is also noteworthy that there are many concentrations of people with disabilities who do not overlap with other types of target population concentrations, namely in north central Butler, northeastern and southeastern Warren, northeastern Clermont, southern Kenton and north central Boone Counties.

Figure 3-5: Concentrations of Special Transportation Needs and Fixed Route Transit Service

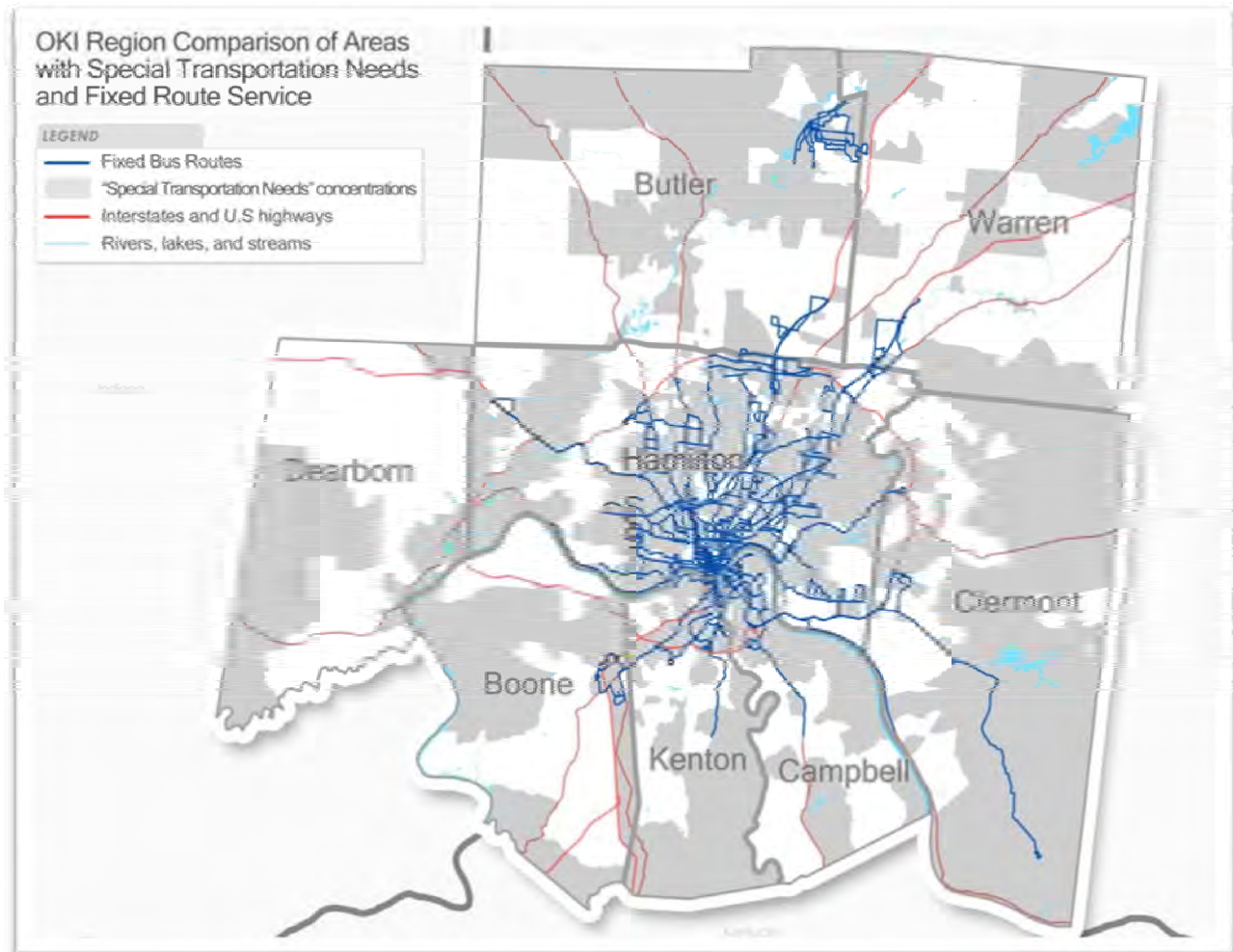


Figure 3-5 compares the concentrations of all of the target populations with the location of the existing fixed route transit lines. This map indicates that there are many geographic areas of the region, in every county of the region, where concentrations of the target populations reside beyond proximity to fixed route transit.

For purposes of general and overall comparison, the shaded areas of Figure 3-5 assume an even distribution of population, which is not necessarily the most accurate assumption. In order to more accurately understand the distribution of each population type and to more accurately depict the gaps in service for the target populations, OKI evaluated the population data within the TAZ areas to identify target populations within set proximities to fixed route transit. Table 3-1 summarizes the percentages of target populations who reside within certain distances of fixed route transit. A distance of $\frac{1}{4}$

mile is generally accepted as a walkable distance. As previously noted, however, TANK bases eligibility for their RAMP program on ½ mile proximity and SORTA bases eligibility for their Access program on ¾ mile proximity to their respective fixed route networks.

Table 3-1
Target Populations – Geographic Location of Residence Related to Nearest Fixed Line Transit Location

Target Populations	Estimated percent of target population residing within proximity of fixed transit route		
	¼ mile	½ mile	¾ mile
Elderly Population	45%	59%	65%
Disabled Population	46%	58%	63%
Low Income Population	59%	69%	73%

Source: OKI data based on 2000 US Census

OKI also evaluated the relationship between concentrations of people with disabilities and with low incomes and the location of employment centers in the OKI region. Elderly populations were assumed to have less need for traveling to employment centers and were not included in this evaluation.

Figure 3-6: Areas with Concentrated Employment/Job Centers

OKI Region Comparison of Areas with Special Transportation Needs, Job Centers, and Transit Routes

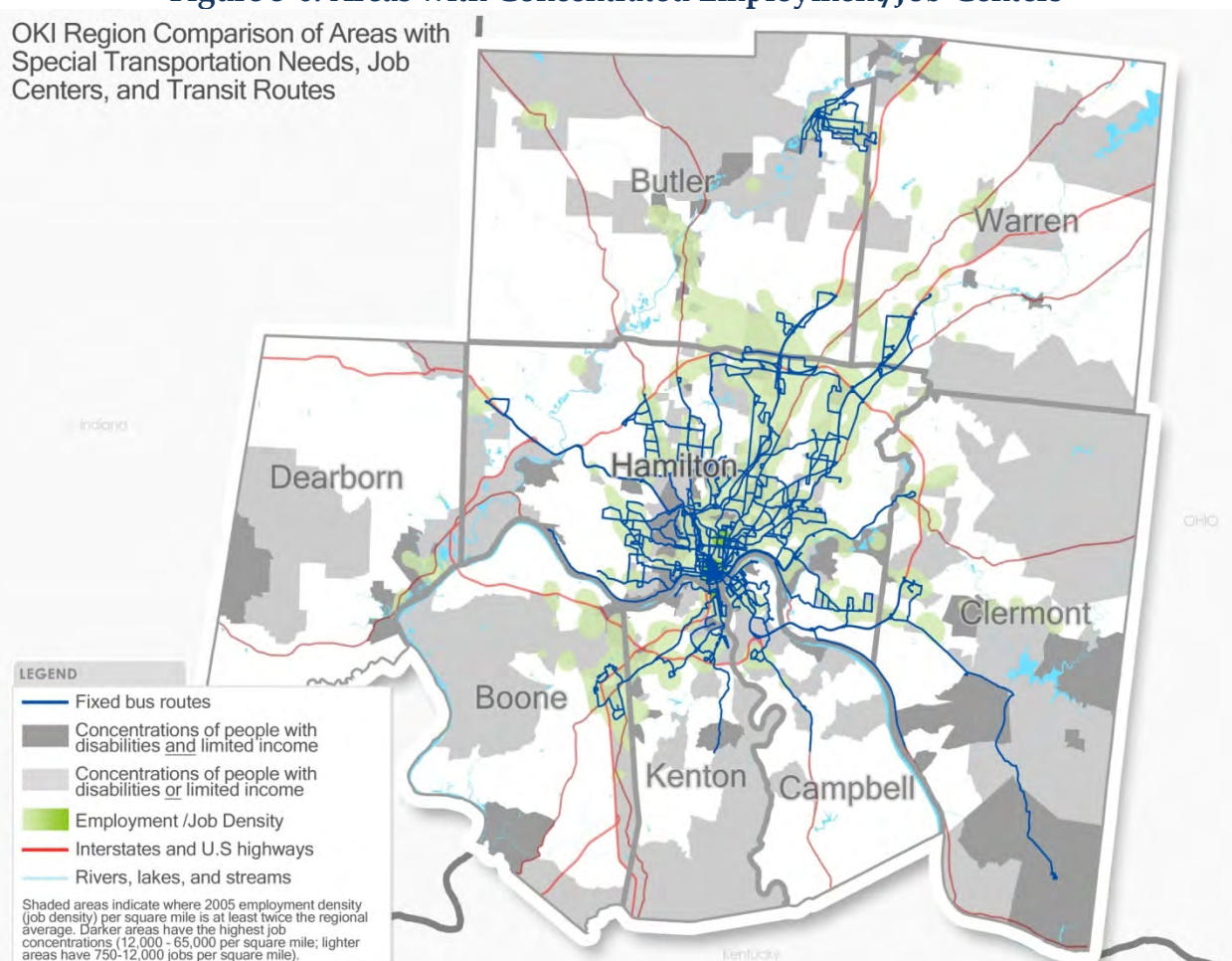


Figure 3-6 adds the location of employment centers in the OKI region to the information provided in Figure 3-5. Employment centers are the areas with the most job opportunity and are used for comparison with the two target areas of people with limited income or disabilities. This comparison is useful for considering improvements that are needed and that could be funded through the JARC (Job Access and Reverse Commute) program, which connects low income people with employment opportunities.

The employment centers are based on 2005 data on place of work, and represent areas where densities of jobs per square mile are at least twice the regional average, shown in two shades depending on job density. The lighter shade indicates areas with 750 – 12,000 jobs per square mile. The darker shade indicates areas with the highest job densities of 12,000 – 65,000 jobs per square mile. As a starting point, OKI developed and used an employment database based on Quarterly Census of Employment and Wages records, InfoUSA data, and other sources. The locations of employers and associated employment were then analyzed through geographic information system (GIS) application to define clusters of employment density.

The results of this comparison are striking. Approximately 22% or 39,000 individuals with low income live more than 1 mile from an employment center, as depicted on Figure 3-6, and also live more than ½ mile from a fixed transit line. In addition, approximately 17% of the area classified in Figure 3-6 as a center of regional employment is more than ½ mile from a fixed transit line. Notably, although the vicinities of Fairfield, Hamilton and Oxford in Ohio meet the criteria described as regional employment centers, they are currently not served by fixed route transit.

3.3 Needs Indicated by Provider Agency Surveys

In the fall of 2011, OKI conducted surveys of agencies providing transportation services to the target populations and social service agencies who also work with them. The OKI agency survey, included in Appendix B, provides an indicator of needs for improving transportation to the target populations from the perspectives of both transportation providers and social service agencies. Social service agencies and transportation providers have first-hand knowledge of the needs of clients they serve on a daily basis and a unique perspective about gaps resulting from their own service limitations and awareness of other regional service availability. These agencies also have the best understanding of their own limitations and capabilities to provide the vehicles and the staff needed for transportation services to the target populations.

Twenty-eight surveys were received from agencies stating that they provide transportation services directly to their clients. All of the transit providers participated and constitute about one-third of the 28 respondents. The majority of the remaining respondents were social service agencies in addition to private commercial providers and taxi service providers. Of the types of trips provided by all respondents, medical transportation, grocery shopping and social/entertainment trips topped the list.

The survey asked transit providers, social service agency providers, and non-provider agencies the same question: *What destinations are most often requested by specialized transportation users that are not served?*

In general, survey responses indicate a major need to expand transportation beyond the existing service boundaries of agency providers and across political jurisdictions (including transit agency services beyond county lines). There is also a need to improve transportation service to the target populations through expanded hours of availability and/or by increasing inter-agency coordination.

Over 90% of the respondents provide weekday service; less than half provide weekend service; about one-third provide evening service; and only three provide service 24 hours a day, seven days a week. All of the respondents stated that they refer users to other services.

Responses identified a variety of factors that reduce the ability of the target populations to travel to their desired destinations. Major impediments identified by the providers were:

- ❖ the inability of transportation providers to travel outside their designated service areas, which reduces access to medical destinations (appointments, facilities) and opportunities for personal trips (shopping facilities, recreation, entertainment);
- ❖ limitations on types of trips and destinations by individual service providers, so that transportation options are determined by “place of residence” (for example, a provider may make trips to medical facilities but not to shopping or entertainment facilities);
- ❖ the effect of transportation cost, schedules, and evening and weekend service in determining the ability of people with low incomes to access jobs and obtain job training (for example, one respondent wrote that “Clients in our vocational programs have the most difficulty since bus routes do not run after a certain time and often cannot transport them to where the jobs/training is” and another described a part-time cashier job that pays poorly and is nights and weekends); and
- ❖ the need for connectivity between transportation service areas and across county and other political boundaries.

Other factors cited as limitations for the target populations were:

- ❖ availability of transportation from residential centers (assisted living, long-term care);
- ❖ accessibility of destinations by wheelchair;
- ❖ assistance needed for non-medical trips; and
- ❖ limitations on evening and weekend recreation and entertainment and spontaneous trips for those in wheelchairs.

3.4 Needs Identified by Non-Provider Agencies

The non-provider agencies (agencies that serve the target populations but do not provide transportation directly) indicated the transportation needs of their clients by responses to the survey question: *What transportation needs do your clients have that are not being met?*

All nine non-provider agencies responding listed “geographic service area” as a need not met by existing transportation service. The other greatest needs identified were “lower fares” (listed by 89% of respondents) and “evening service” (listed by 78% of respondents).

Seven out of nine respondents stated that they assist their clients in obtaining transportation. Eight out of nine respondents cited “places of employment” and “job training” as kinds of trips made by their clients. Seven out of nine cited “medical transportation” and “travel to social service agencies/organizations”.

Table 3-2 includes the un-met needs of clients in the target populations ranked from highest to lowest based on agency survey responses. The most common responses are considered as the greatest needs, but the sequence of responses also reflects the types of agencies that responded and variations in their clients’ needs (e.g., need for transportation to employment vs. transportation to medical services). Appendix B lists responses by agency.

Table 3-2. Ranking of Clients' Transportation Needs by Non-Provider Agencies

	Type of Need	Responses
1.	Geographic Area	100%
2.	Lower Fares	89%
3.	P.M. Service	78%
4.	Weekend Service	67%
5.	Employment Trips	67%
6.	Next- or Same-Day Service	56%
7.	Inter-agency Coordination	56%
8.	Handicapped Accessibility	44%
9.	Door-to-door	44%
10.	Medical Trips	44%
11.	Non-Medical Trips	44%
12.	Thru-the-Door	22%
13.	Other	0%

3.5 Needs Indicated by Public Surveys

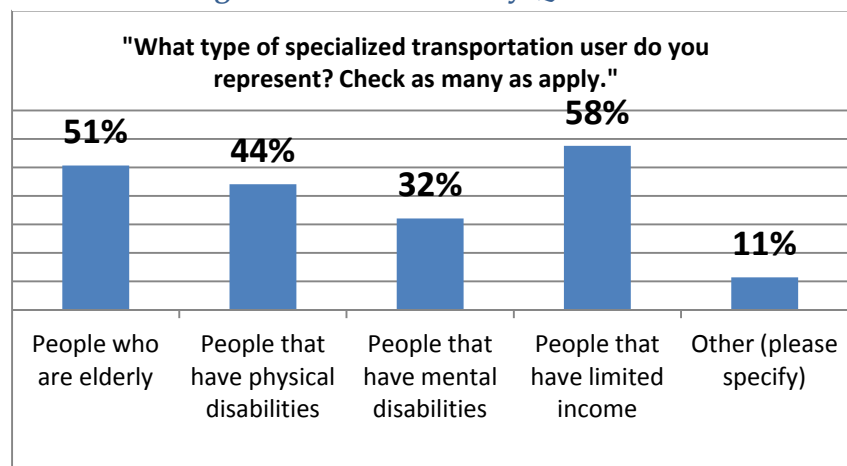
OKI conducted an on-line public survey available from November 2011 through January 2012. OKI sent public survey requests to the same agencies who had been requested to participate in the agency survey described above, as well as to over 100 additional agencies including local governments, workforce investment boards, emergency shelters and many more. In addition to requesting that these agencies participate in the public survey, OKI requested that those with the capability post links to the public survey on their own websites for access by their clients. Upon request, OKI provided

hard copy versions of the public survey to agencies unequipped with Internet access or preferring hardcopy versions to be available to their clients. OKI also posted the public survey on the OKI website and promoted it through media releases and social media outlets, including OKI's Facebook page and as part of OKI's Twitter activity. A total of 302 individuals responded to the public survey, including individuals in the target populations and agency staff who serve them. Of the 302 responses, 158 were received in hardcopy.

Respondents were asked their county of residence in order to provide a better understanding of specific geographic needs. The survey responses tabulated by geographic area are included in Appendix B. Over 20% of those surveyed did not respond to this question. Nearly 60% of those who did respond, however, were from Warren County and over 96% from Ohio. Although this response means that information obtained from the survey is more relevant to specific planning for the Ohio portion of the region than for Kentucky, some relative indications of service need can be inferred for the entire region.

Figure 3-7. Public Survey Question 1

The types of target populations were fairly evenly represented by the responders with many overlapping user types. "Other" responders included a blind individual, case managers for multiple user types and some identifying themselves as middle-aged.



Over two-thirds of those surveyed said that they never use taxi service. Of those that do use taxi service, just over half rated taxis as serving their needs adequately or well. The remaining 48% rated taxis as poorly meeting their transportation needs. Comments regarding the expense and affordability of taxi service were predominant under the option to explain the negative response; other comments included that wheelchairs are not accommodated easily by taxis.

Nearly half (46.4%) of respondents never use public transit. About 23% use it more than once per week and over 40% stated they either sometimes or frequently use public transit. Respondents were fairly evenly split on their opinion of how well public transit meets their needs as illustrated in Figure 3-8.

Over half (51.5%) of respondents never use transportation provided by a social service agency and 14% do more than once per week. Of those that use a social service agency for transportation, nearly three-quarters (73.9%) said that the agency meets their needs adequately or well.

Fare affordability and weekend service were cited as the two items in most need of improvement by more than 50% of those responding to public survey question 11, as indicated in Table 3-3.

Figure 3-8. Public Survey Question 6

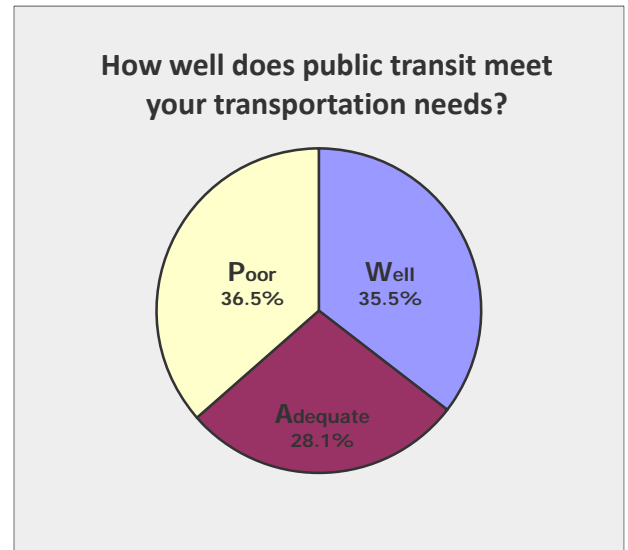


Table 3-3: Ranking of Needed Improvements

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

Answer Options	Response Percent
Affordability of fares	59.6%
Weekend service	54.0%
Guaranteed ride home service	47.5%
Evening service	46.0%
Geographic area of service	46.0%
Destinations of shopping and non-medical trips	44.4%
Destinations of medical trips	43.9%
Door-to-door service	43.9%
Next-day or same-day service	43.9%
Frequency of service	41.4%
Availability of information on routes, schedules, etc.	37.4%
Handicapped-accessible service	32.3%
Destinations of employment trips	29.8%
Correlation of transportation schedule to work shift	26.3%
Eligibility requirements	24.7%
Ability to transfer between systems	21.7%
Ability to transfer between routes	21.2%
Other needs/Comments*	20.2%
Through-the-door service / personal assistance with travel	19.2%
Inter-agency coordination	14.6%

Note: 40 respondents indicated "Other Needs/Comments," which included transit schedule dependability, increasing the number of taxi companies using voucher programs, and allowing multiple types of destinations for a single trip.

3.6 Needs Indicated by Public Meeting Discussions

OKI held a public meeting on December 13, 2011 to discuss needs and elicit suggestions for improving transportation services to elderly, disabled and low-income populations. In addition to issuing media notices, OKI invited agencies in the region serving clients from the target populations, posted meeting information on the OKI website and made announcements at various OKI meetings leading up to the event.

The public meeting provided attendees with the opportunity to identify transportation needs and suggest improvements through discussions based on five specific geographic areas in the region. To best obtain information from attendees, OKI organized attendees by their geographic area of interest. The geographic areas included Butler County, Clermont County, Hamilton County, Warren County and Northern Kentucky (including Boone, Campbell and Kenton). Thirty-six individuals participated, representing the region's seven counties in Ohio and Kentucky and twenty-seven agencies or organizations that operate transportation services for the target populations or serve the target populations who use them. Participants included both agency staff and clients. Three of the region's largest transit agencies, SORTA, TANK and BCRTA, also participated.

Participants were asked to discuss transportation needs of the target populations in small-group sessions, following presentations that provided overviews of the Coordinated Plan, the data and processes used in the Plan update, and how the Plan is used to guide decisions on the use of federal funds in the OKI Region. Discussion in each geographic group focused on five questions about transportation service areas and needed improvements. Summarized below are common themes and issues raised by more than one geographic group during the public meeting discussions:

Areas where service is unavailable – Limitation in service is not necessarily geographic but is based upon the number of vehicles available to serve and the type of assistance provided by drivers. Comments were expressed in nearly every geographic break-out discussion regarding these limitations.

Destinations to which service should be provided – Universities, community colleges, trade schools and other facilities providing adult education and training were cited as priority destinations by most geographic discussion groups. Hospitals and medical facilities also topped the list when discussing destinations where service should be provided. The "Pill Hill" or Uptown area of Cincinnati was specifically mentioned by most geographic discussion groups as a priority destination. The region's major employment centers, including downtown Cincinnati, Hebron, West Chester, Blue Ash and Mason were identified by discussion groups as needing priority service. Government service centers, major shopping centers and entertainment centers were also discussed as needing priority service for the target populations.

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

The Northern Kentucky discussion group expressed a need for services to destinations to the counties south of Boone, Campbell and Kenton Counties. Warren County participants identified service needs to Montgomery County and Dayton connections.

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

Overall, the following constitute recurring comments and suggestions offered by public meeting participants about needs and obstacles to improving transportation for the target populations.

Suggestions for better service:

- ❖ Improved Reliability – daily transport to jobs.
 - Challenge: pairing demand-response, door-to-door service with sustainability.
- ❖ Lower fares (\$5 each way is unaffordable for some).
- ❖ Wheelchair accessibility
 - Challenge: bus evacuation/safety, expense of equipment and insurance.
- ❖ Weekend service
 - Employers such as Kroger and Meijer need weekend service.
- ❖ Holiday service
- ❖ After -hour service for second and third shift workers, such as custodians.

Public meeting attendees were also asked to prioritize needs by responding to a brief written list. The results of their prioritization are provided in Table 3-4.

Table 3-4. Prioritization Results from the December 13, 2011 Public Meeting

Needed Improvements to Transportation for Target Populations	Region Total	Butler	Clermont	Hamilton	Warren	N. Kentucky
Need transportation to be available to more residents throughout the county/region (expanded service areas, more coordination between services, easier transfers)	18%	13%	33%	18%	17%	17%
Need transportation service improved by more coordination among providers	17%	13%	17%	7%	-	67%
Need transportation to better serve people who use wheelchairs or have disabilities	14%	7%	17%	22%	-	-
Need transportation to operate on a different schedule (more frequently, late nights, weekends, coordinated with work shifts)	12%	7%	-	16%	33%	-
Need transportation to provide users access to more destinations	11%	7%	-	11%	33%	8%
Need transportation fares to be more affordable	11%	27%	-	11%	-	-
Need transportation to better serve people who need assistance with travel (thru-the-door service, personal escort, assistance to enter/exit vehicles)	10%	7%	17%	11%	-	8%
Need transportation to better serve people for travel to/from jobs	8%	20%	17%	4%	17%	-

Overall, the following constitute the major gaps identified in transportation service for the target populations in the OKI region:

- Inadequate transportation options during evenings, late nights, and weekends for elderly, disabled and low-income populations.
- Inadequate transportation options for low-income specialized transportation users, particularly for trips to work and job training opportunities.
- Very limited collaboration of service providers, particularly across county and state boundaries.
- Unaffordable fares, particularly for suburban and rural areas of the region.
- Inadequate number and variety of destination types.

Chapter 4

Strategies to Improve Transportation for Target Populations

4.1 The Context for Strategy Development

As a metropolitan planning agency, OKI is responsible for long range transportation planning as well as for developing a coordinated plan for transportation services to target populations, and work on both plans was undertaken during the same time period. While the purpose of the OKI 2040 Regional Transportation Plan is to improve the transportation system for the entire population of the region, and the focus of the OKI Coordinated Plan is to improve transportation for target populations in the region, the broad goals of the OKI 2040 Plan were also considered as this Plan was developed. As additional strategies to improve specialized transportation are identified, they should be consistent with these regional transportation goals:

Figure 4-1: OKI 2040 Regional Transportation Plan Goals

Economic vitality
Safety
Security
Accessibility and mobility options
Environmental protection, energy conservation and sustainable development
System integration and connectivity
Efficient system management and operations
Preservation of the existing system

Economic Vitality

The transportation network can support the economic vitality of the region by enabling global competitiveness, productivity and efficiency as shown through the plan's emphasis on ideas that address this issue.

Safety

The transportation system should provide for reducing the risk of crashes that cause death or injuries.

Security

A regional security strategy relates to sustainable prevention, detection, response and recovery efforts to protect regional transportation systems' critical infrastructure from terrorism and natural disasters.

Accessibility and Mobility Options

To enable people and commodities to have greater accessibility and to be moved with greater speed and safety, major investments are needed to improve the transportation system and reduce congestion. Improvements are needed both for

expanding the present system and improving its efficiency. Improvements should be sensitive to differences in development patterns and community needs with special consideration given to safe use of the transportation system by the region's older population.

Environmental Protection, Energy Conservation, Sustainable Development

Air quality is a major environmental issue in the OKI region. Much progress has been made in reducing mobile source emissions but the impact of travel growth on total emissions could threaten the region's ability to maintain federal clean air standards. Emission reductions are needed to protect air quality. Strategies that promote the effective and efficient use of natural resources would reduce mobile source emissions and would also have a beneficial effect on other environmental issues and quality of life.

System Integration and Connectivity

A functional transportation system is one that allows people and goods to travel efficiently between their desired destinations.

Efficient System Management and Operations

The Congestion Management Program (CMP) is a systematic process for managing congestion that provides information on transportation system performance and on alternative strategies for alleviating congestion and enhancing the mobility of persons and goods to levels that meet state and local needs.

Preservation of the Existing System

Financial resources are needed to maintain the region's transportation system and address its deficiencies. In light of limited federal and state resources, there is a real need to generate funds from within the region for transportation improvements. New funding sources are needed, particularly for capital formation, and strategies to use funds prudently.

4.2 Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for target populations in the OKI region should address the service gaps and user needs identified in Chapter 3 if they are to be effective. As described previously, these gaps and needs were based on information obtained from geographic analysis, the attendees participating in the public meeting, responses to the public survey and responses to the survey of agencies operating transportation services or social services for the target populations.

OKI developed strategies to address the gaps and needs with guidance from the Coordinated Plan Oversight Team, and by considering the three primary federal funding programs available to support Plan implementation. The JARC, New Freedom and

Specialized Transportation federal programs that can be used to implement this Plan have these goals for specific populations:

- ❖ The JARC program aims to improve access to transportation services to employment and employment-related activities for welfare recipients and eligible low-income individuals.
- ❖ The New Freedom program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society.
- ❖ The Specialized Transportation program provides federal funds for the purchase of equipment to support transportation services for the elderly and people with disabilities where existing transportation is unavailable, inappropriate, or insufficient.

Not all strategies are activities specifically eligible for funding under the existing programs, nor is it expected that sufficient funding will be available to achieve every strategy identified. In addition, regional stakeholders will need to provide support and to commit to pursuing the strategies if they are to be accomplished. Nonetheless, these strategies have been tailored to seven primary gaps and needs identified in the OKI Region, as described below.

Identified Need #1:

To expand transportation availability to target populations throughout the region

Strategies:

- Prioritize funding requests that expand existing providers' capabilities by increasing areas of affordable service and capacities to serve more individuals
- Identify obstacles to increasing service
- Identify options for addressing obstacles to increasing service
- Seek consensus among transportation providers and funding entities on options which can be pursued realistically

Identified Need #2:

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

Strategies:

- Establish a forum for transportation and social service providers and funding entities to network with one another, to share information about relevant programs and policies, and to identify opportunities for coordination
- Identify the means by which a forum among service providers and funding entities can be scheduled and hosted on a regular basis
- Establish a coordinated and sustained resource for users to learn about opportunities/programs that could serve their needs
- Convene transportation providers to pursue connections between individual providers and separate service areas
- Ensure coordination of projects/programs by requiring funding applicants to:
 - identify any other agencies in the service area for the proposed project and demonstrate an attempt to coordinate;
 - compare service hours and areas of nearby agencies with those that are being proposed in the application;
 - review and describe any impediments to coordination, such as funding or agency restrictions; and
 - document any coordination efforts

Identified Need #3:

To better serve people who use wheelchairs or who need (physical) assistance to travel

Strategies:

- Prioritize funding for new vehicles capable of transporting an individual in a wheelchair
- Prioritize training programs for those serving disabled individuals (drivers, traveler's aides, etc.)

- Prioritize projects including amenities at transit stops or vehicle pick-up areas for disabled individuals

Identified Need #4:

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

Strategies:

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

Identified Need #5:

To increase the types of destinations offered to target populations

Strategies:

- Prioritize funding for providers offering multiple destination types
- Prioritize funding for providers who offer multiple destination types on a single trip

Identified Need #6:

To make fares more affordable for target populations

Strategies:

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

Identified Need #7:

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

Strategies:

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

Implementing these strategies should be considered a dynamic process subject to ongoing review by the Oversight Team and responsive both to new opportunities for funding and collaboration and to the development of new organizations and technologies.

Chapter 5

Priorities for Implementation

5.1 Establishing Priorities

Implementation of this plan is expected to occur through efforts made by transit agencies and other transportation providers for target populations in the OKI region, including projects and programs that they initiate. Priorities for implementation include projects or programs that address the needs identified in Chapter 4 of this plan.

It is expected that many of the efforts undertaken to implement this plan will rely, at least in part, on federal funding available through the Federal Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access Reverse Commute (Section 5316), and/or the New Freedom (5317) Programs. This Coordinated Public Transit – Human Services Transportation Plan is targeted to serving the populations served by these three federal programs and is the basis for awarding federal funding for them in most of the Cincinnati urbanized area. (As explained in Chapter 1, the Cincinnati urbanized area involves a small part of Dearborn County and OKI was not identified by the Indiana governor as a Designated Recipient under JARC and New Freedom.)

A description of the competitive selection process for JARC/New Freedom federal funds is provided in Appendix A of this plan for reference, along with an application form. While the competitive selection process information in Appendix A provides more detail, the following general evaluation criteria will be used for project selection and are consistent with the JARC and New Freedom Program Guidance and Application Instructions, which include selecting projects that:

1. address gaps in current service provisions for targeted communities as defined in the local coordinated plan;
2. make use of available resources and leverage resources to the extent possible;
3. coordinate with other Federal programs (e.g., coordinated services, financial partnerships);
4. can be achieved with the given technical capacity of the project sponsor; and
5. demonstrate evidence of broad solicitation for input (coordinated planning process).

In addition to meeting these general criteria, funding requests that address the identified needs and that advance the associated strategies identified in Chapter 4 will receive a higher score in the competitive selection process than those that do not. The strategies in Chapter 4 and the criteria considered on the grant application form (see Appendix A) were developed with input from the Oversight Team and thus reflect the direct experience and expertise of transportation providers for the target populations.

5.2 Additional Considerations

In addition to addressing the identified needs and strategies, applications for funding will also be evaluated based on how the project addresses the following considerations:

- **Service to targeted populations** -Targeted populations include elderly individuals and individuals with disabilities for Section 5310; welfare recipients and eligible low income individuals for Section 5316 (JARC); and individuals with disabilities for Section 5317 (New Freedom). Applicants must provide a description of how their project will provide service to the identified targeted populations.
- **Elimination or reduction of duplication in services** -To ensure appropriate levels of communication have occurred with other agencies providing similar services, the applicant will be asked to describe efforts taken to help eliminate or reduce duplication in services and to indicate other agencies contacted and the results of such efforts, including any letters, agreements, or contracts.
- **Sustainability** - Once a project has been initiated, it is important that the project sustain itself. The low-income or disabled population may become dependent upon the services funded with JARC and New Freedom federal funds, and applicants need to take precautions so that these services can be continued should the JARC and New Freedom federal funds become unavailable in the future. JARC and New Freedom applicants in the Cincinnati urbanized area should indicate how their projects will be sustained after the funding period is complete; accordingly, projects that demonstrate contingency planning for alternate funding sources will be stronger and will receive higher priority.

The project selection process also involves the Oversight Team working with OKI to evaluate applications for funding. To avoid any bias in the process, individual members of the Oversight Team do not participate in evaluating their own projects if they have submitted grant applications. The expertise and involvement of the Oversight Team provides additional and valuable perspective from providers and advocates of transportation services for target populations.

Oversight Team - Agency Representation

Butler County Regional Transit Authority
Clermont Transportation Connection
Clovernook Center for the Blind and Visually Impaired
Community Cab
Everybody Rides Metro Foundation
Middletown Transit System
Northern Kentucky Area Development District
Northern Kentucky Transit, Inc.
Senior Services of Northern Kentucky
Southwest Ohio Regional Transit Authority
Transit Authority of Northern Kentucky
Wesley Community Services

**Competitive Selection Process for
JARC/New Freedom federal funds**

Cincinnati Urbanized Area



Adopted August 9, 2007
Revised June 10, 2009

The Competitive Selection Process for Job Access and Reverse Commute (Section 5316) and New Freedom (Section 5317) federal funds is a requirement under the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) passed by Congress on August 15, 2005. Applications for these federal funds, along with the Elderly Individuals and Individuals with Disabilities (Section 5310) federal funds, must be derived from a locally developed Coordinated Public Transit-Human Services Transportation Plan. In addition, the designated recipient for JARC and New Freedom federal funds is responsible for developing the competitive selection process.

The Coordinated Public Transit-Human Services Transportation Plan for the OKI Region, adopted by the OKI Board of Directors on June 14, 2007, will be the basis for awarding Section 5310, 5316 and 5317 federal funds in the Cincinnati urbanized area. The following competitive selection process will be used to determine the funding of applications for the JARC and New Freedom federal funds in the Cincinnati urbanized area.

All FTA grants are reimbursable grants. Costs must be incurred by the applicant before requesting reimbursement from OKI.

The following program goals have been identified under the provisions set forth in SAFETEA-LU, as codified at 49 U.S.C 5316 and 49 U.S.C 5317.

Job Access and Reverse Commute Program. The goal of the JARC program is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals throughout the country. Toward this goal, the Federal Transit Administration (FTA) provides financial assistance for transportation services, planned, designed, and carried out to meet the transportation needs of eligible low-income individuals in all areas –urbanized, small urban, and rural. The program requires coordination of federally assisted programs and services in order to make the most efficient use of Federal resources.

New Freedom Program. The New Freedom grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. The 2000 Census showed that only 60% of people between the ages of 16 and 64 with disabilities are employed. The New Freedom formula grant program seeks to expand the transportation mobility options available to persons with disabilities beyond the requirements of the Americans with Disabilities Act of 1990.

Eligible sub recipients (applicants) for JARC and New Freedom funds all into three categories:

- a. Private non-profit organizations. A non-profit organization is a corporation or association determined by the Secretary of the Treasury to be an organization described by 26 U.S.C. 501 (c) which is exempt from taxation under 26 U.S.C. 501 (a) or one which has been determined under State law to be non-profit and for which the designated State agency has received documentation certifying the status of the non-profit organization;
- b. State or local governmental authority; and
- c. Operators of public transportation services including private operators or public transportation services.

The following is a description of eligible activities that may be funded with JARC or New Freedom federal funds:

Job Access and Reverse Commute Program. Funds from the JARC program are available for capital, planning and operating expenses that support the development and maintenance of transportation services designed to transport low-income individuals to and from jobs and activities related to their employment. Eligible projects may support activities such as:

- a. Late-night and weekend service;
- b. Guaranteed ride home service;
- c. Shuttle service;
- d. Expanding fixed-route public transit routes;
- e. Demand-responsive van service;
- f. Ridesharing and carpooling activities;
- g. Transit related aspects of bicycling (adding bicycle racks to vehicles to support individuals that bicycle a portion of their commute or providing bicycle storage at transit stations);
- h. Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides;
- i. Promotion, through marketing efforts of the:
 - (1) use of transit by workers with non-traditional work schedules;
 - (2) use of transit voucher programs by appropriate agencies for welfare recipients and other low-income individuals
 - (3) development of employer-provided transportation such as shuttles, ridesharing, carpooling; or

- (4) use of transit pass programs and benefits under Section 132 of the Internal Revenue Code of 1986;
- j. Supporting the administration and expenses related to voucher programs.
- k. Applying Geographic Information System (GIS) tools;
- l. Implementing Intelligent Transportation Systems (ITS), including customer trip information technology;
- m. Integrating automated regional public transit and human service transportation information, scheduling and dispatch functions;
- n. Deploying vehicle position-monitoring systems;
- o. Establishing regional mobility managers or transportation brokerage activities which may include:
 - (1) the promotion, enhancement and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults and low income individuals;
 - (2) support for short term management activities to plan and implement coordinated services;
 - (3) support of state and local coordination policy bodies and councils;
 - (4) the operation of transportation brokerages to coordinate providers, funding agencies and customers;
 - (5) the provision of coordination services, including employer-oriented Transportation Management Organizations'; and Human Service Organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning for activities for customers;
 - (6) the development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and
 - (7) Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System technology, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems (acquisition of technology is also eligible as a stand alone capital expense).

New Freedom Program. New Freedom program funds are available for capital and operating expenses that support new public transportation services beyond those required by the ADA and new public transportation alternatives beyond those required by the ADA designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. For the purpose of the New Freedom program, "new" service is any service or activity that was not operational before August 10, 2005 and did not have an identified funding source as of August 10, 2005 as evidenced by inclusion in the Transportation Improvement Program (TIP) or the State Transportation Improvement Program (STIP).

Both new public transportation services and new public transportation alternatives are required to go beyond the requirements of the ADA and must (1) be targeted toward individuals with disabilities; and (2) meet the intent of the program by removing barriers to transportation and assisting persons with disabilities with transportation, including transportation to and from jobs and employment services.

Maintenance of Effort: Recipients or sub recipients may not terminate paratransit enhancements or other services funded as of August 10, 2005, in an effort to reintroduce the services as "new" and then receive New Freedom funds for those services.

- a. New Public Transportation Services Beyond the ADA. The following activities are examples of eligible projects meeting the definition of new public transportation.
 - (1) Enhancing public transportation services beyond minimum requirements of the ADA. Paratransit services can be eligible under New Freedom in several ways as long as the services provided meet the definition of "new:"
 - (a) Expansion of paratransit service parameters beyond the $\frac{3}{4}$ mile required by the ADA;
 - (b) Expansion of current hours of operation for paratransit services that are beyond those provided on the fixed route services;
 - (c) The provision of same day service;
 - (d) Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;

- (e) Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA and labor costs of aides to help drivers assist passengers with over-sized wheelchairs. This would permit the acquisition of lifts with a larger capacity, instead of just modifications to lifts with a 600 lb design load, as well as the acquisition of heavier-duty vehicles for paratransit and/or demand-response service; and
 - (f) Installation of additional securement locations in public buses beyond what is required by the ADA.
- (2) Feeder services. New “feeder” service (transit service that provides access) to commuter rail, commuter bus, intercity rail, and intercity bus stations, for which complementary paratransit service is not required under the ADA.
- (3) Making accessibility improvements to transit and intermodal stations not designated as key stations. Improvements for accessibility at existing transportation facilities that are not designated as key stations established under 49 CFR 37.47, 37.51, or 37.53, and that are not required under 49 CFR 37.43 as part of an alteration or renovation to an existing station, so long as the projects are clearly intended to remove barriers that would otherwise have remained. New Freedom funds are eligible to be used for new accessibility enhancements that remove barriers to individuals with disabilities so they may access greater portions of public transportation systems, such as fixed-route bus service, commuter rail, light rail and rapid rail. This may include:
 - (a) Building an accessible path to a bus stop that is currently inaccessible, including curbcuts, sidewalks, accessible pedestrian signals or other accessible features,
 - (b) Adding an elevator or ramps, detectable warnings, or other accessibility improvements that are not otherwise required under the ADA to a non-key station,
 - (c) Improving signage, or wayfinding technology, or
 - (d) Implementation of other technology improvements that enhance accessibility for persons with disabilities.
- (4) Travel training. New training programs for individual users on awareness, knowledge, and skills of public and alternative

transportation options available in their communities. This includes travel instruction and travel training services.

b. New Public Transportation Alternatives Beyond the ADA. The following activities are examples of projects that are eligible as new public transportation alternatives beyond the ADA under the New Freedom program:

- (1) Purchasing vehicles to support new accessible taxi, ride sharing, and/or vanpooling programs. New Freedom funds can be used to purchase and operate accessible vehicles for use in taxi, ridesharing and/or van pool programs provided that the vehicle has the capacity to accommodate a passenger who uses a "common wheelchair" as defined under 49 CFR 37.3, at a minimum, while remaining in his/her personal mobility device inside the vehicle, and meeting the same requirements for lifts, ramps and securement systems specified in 49 CFR part 38, subpart B.
- (2) Supporting the administration and expenses related to new voucher programs for transportation services offered by human service providers. This activity is intended to support and supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Only new voucher programs or expansion of existing programs are eligible under the New Freedom program. Vouchers can be used as an administrative mechanism for payment of alternative transportation services to supplement available public transportation. The New Freedom program can provide vouchers to individuals with disabilities to purchase rides, including: (a) mileage reimbursement as part of a volunteer driver program; (b) a taxi trip; or (c) trips provided by a human service agency. Providers of transportation can then submit the voucher for reimbursement to the recipient for payment based on pre-determined rates or contractual arrangements. Transit passes for use on existing fixed route or ADA complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (Federal/local) match.
- (3) Supporting new volunteer driver and aide programs. New volunteer driver programs are eligible and include support for costs associated with the administration, management of driver recruitment, safety, background checks, scheduling, coordination with passengers, and other related support functions, mileage reimbursement, and insurance associated with volunteer driver programs. The costs of new enhancements to increase capacity of existing volunteer driver programs are also eligible. FTA notes that any volunteer program

supported by New Freedom must meet the requirements of both “new” and “beyond” the ADA. FTA encourages communities to offer consideration for utilizing all available funding resources as an integrated part of the design and delivery of any volunteer driver/aide program.

- (4) Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a non-profit agency could receive New Freedom funding to share services it provides to its own clientele with other individuals with disabilities and coordinate usage of vehicles with other non-profits. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:
- (a) The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults, and low income individuals;
 - (b) Support for short term management activities to plan and implement coordinated services;
 - (c) The support of State and local coordination policy bodies and councils;
 - (d) The operation of transportation brokerages to coordinate providers, funding agencies and customers;
 - (e) The provision of coordination services, including employer-oriented Transportation Management Organizations’ and Human Service Organizations’ customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
 - (f) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and

- (g) Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System technology, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems (acquisition of technology is also eligible as a stand alone capital expense).

On April 29, 2009 FTA expanded the type of projects it considers to be “beyond the ADA” and thus increase the types of projects eligible for funding under the New Freedom program. Under this interpretation, new and expanded fixed route and demand responsive transit service planned for and designed to meet the needs of individuals with disabilities are eligible projects.

Federal/Local Matching Requirements

JARC and New Freedom federal funds may be used to finance capital and operating expenses. The Federal share of eligible capital costs may not exceed 80% of the net capital costs of the program. The Federal share of the eligible operating costs may not exceed 50% of the net operating costs of the activity. The local share of eligible capital costs shall be no less than 20% of the net cost of the activity, and the local share for eligible operating costs shall be no less than 50% of the net operating costs. All of the local share must be provided from sources other than Federal DOT funds. Some examples of sources of local match which may be used for any or all of the local share include: State or local appropriations; other non-DOT Federal funds; dedicated tax revenues; private donations; revenue from human service contracts; toll revenue credits; and net income generated from advertising and concessions. Non-cash share such as donations, volunteer services, and in-kind contributions is eligible to be counted toward the local match. The value of any non-cash share shall be documented and supported, represent a cost which would otherwise be eligible under the program, and be included in the net project costs in the project budget.

Income from contracts to provide human service transportation may be used either to reduce the net project cost (treated as revenue) or to provide local match for JARC and New Freedom operating assistance. In either case, the cost of providing the contract service is included in the total project cost.

Exceptions. The Federal share is 90% for vehicle-related equipment and facilities required by the Clean Air Act Amendments of 1990 (CAAA) or the Americans with Disabilities Act of 1990 (ADA). It is only the incremental cost of the equipment or facility required by the CAAA or ADA that may be funded at 90%, not the entire cost of the vehicle or facility, even if the vehicle or facility is purchased for use in service required by the ADA or CAAA. States wishing to apply for assistance at the higher match ratio should consult the FTA regional office for further guidance

regarding methods of computing the incremental cost before submitting an application.

Use of Other Federal Funds. Local match may be derived from other Federal programs that are eligible to be expended for transportation, other than funds from DOT programs. Examples include Temporary Assistance for Needy Families, Medicaid, employment training programs, Rehabilitation Services, and Administration on Aging. To be eligible for local match for FTA funds, the other Federal funds must be used for activities included in the total net project costs of the FTA grant. Expenditure of other Federal funds for transportation outside of the scope of the project cannot be applied as a credit for local match in the FTA grant.

The following evaluation criteria will be used for project selection for applicants seeking JARC and New Freedom funds in the Cincinnati urbanized area. These criteria follow the strategies suggested in the JARC and New Freedom Program Guidance and Application Instructions which include selecting projects that:

1. address gaps in current service provisions for targeted communities as defined in the local coordinated plan;
2. make use of available resources and leverage resources to the extent possible;
3. coordinate with other Federal programs (e.g., coordinated services, financial partnerships);
4. can be achieved with the given technical capacity of the project sponsor; and
5. demonstrate evidence of broad solicitation for input (coordinated planning process).

Please complete the Job Access/Reverse Commute and New Freedom application to submit your project for consideration.

OKI Coordinated Public Transit - Human Services Plan - Appendix A
 APPLICATION FORM—JOB ACCESS/REVERSE COMMUTE (SECTION 5316) AND
 NEW FREEDOM (SECTION 5317) FEDERAL FUNDS
 OKI Regional Council of Governments

Applicant:												
Address:												
Date:												
Contact Person/Title/e-mail address:												
What type of eligible applicant is the organization?: <div style="margin-left: 40px;"> <input type="checkbox"/> Private non-profit agency <input type="checkbox"/> State or local governmental authority <input type="checkbox"/> Operator of public transportation services (including private operators or public transportation services) </div>												
Description of Agency, including mission statement if applicable: <p>Does the Agency have a current JARC or New Freedom Project? _____</p> <p>If yes, indicate date of award, amount of federal funds awarded and remaining balance of federal funds</p>												
Description of Proposed Project: (refer to pages 2 - 7 of the Competitive Selection Process for a listing of eligible projects)												
Projected Cost Estimate of Project: The federal share of eligible capital and planning costs may not exceed 80% of the net cost of the activity. The federal share of the eligible operating costs may not exceed 50% of the net operating costs of the activity. Type of funds requested: _____ Job Access and Reverse Commute _____ New Freedom <table style="width: 100%; border: none;"> <tr> <td style="width: 30%; border-bottom: 1px solid black; height: 20px;"></td> <td style="width: 30%;">Total Federal Funds requested</td> <td style="width: 30%; border-bottom: 1px solid black;"></td> <td style="width: 10%;">Federal percentage</td> </tr> <tr> <td style="border-bottom: 1px solid black;"></td> <td>Total Match provided</td> <td style="border-bottom: 1px solid black;"></td> <td>Match percentage</td> </tr> <tr> <td style="border-bottom: 1px solid black;"></td> <td>Total cost of project</td> <td style="border-bottom: 1px solid black; text-align: center;">100%</td> <td>(total federal & match percentages must equal 100)</td> </tr> </table> <p>Eligible capital and planning projects require a 20 percent match of net project cost</p> <p>Eligible operating projects require a 50 percent match of net operating costs</p>		Total Federal Funds requested		Federal percentage		Total Match provided		Match percentage		Total cost of project	100%	(total federal & match percentages must equal 100)
	Total Federal Funds requested		Federal percentage									
	Total Match provided		Match percentage									
	Total cost of project	100%	(total federal & match percentages must equal 100)									

OKI Coordinated Public Transit - Human Services Plan - Appendix A
APPLICATION FORM—JOB ACCESS/REVERSE COMMUTE (SECTION 5316) AND
NEW FREEDOM (SECTION 5317) FEDERAL FUNDS
OKI Regional Council of Governments

Source of match for JARC or New Freedom federal funds:

Please note all matching funds must be provided from sources other than Federal Department of Transportation (DOT) funds. Include documentation such as a resolution, ordinance or management letter with identified available and accessible local share.

1. Is your agency identified in the Coordinated Public Transit-Human Services Transportation Plan for the OKI region? _____ yes _____ no

2. What gaps in service/identified needs will your project help to fill? (See Chapter 4 of Coordinated Plan)

(0-15 points)

3. What strategies does your project undertake to address the identified gaps in service as described in the Coordinated Public Transit-Human Services Transportation Plan.

(0-15 points)

4. Does your project provide service to the targeted populations? (see maps in Coordinated Plan)

(0-15 points)

OKI Coordinated Public Transit - Human Services Plan - Appendix A
APPLICATION FORM—JOB ACCESS/REVERSE COMMUTE (SECTION 5316) AND
NEW FREEDOM (SECTION 5317) FEDERAL FUNDS
OKI Regional Council of Governments

5. What Coordination efforts has the applicant undertaken to help eliminate or reduce duplication in services? Indicate which agencies you contacted and the results of your efforts. Attach any letters, agreements, contracts or memos as documentation.

(0-25 points)

6. What steps has the applicant undertaken to assure sustainability of the project should JARC or New Freedom federal funds no longer become available?

(0-15 points)

7. Describe the anticipated benefits of the project such as number of passengers served, cost savings, benefits to the targeted populations, etc.

(0-15 points)

Specialized Transportation Providers**1. Agency Name**

**Response
Count**

28

answered question

28

skipped question

0

2. Contact Name

**Response
Count**

28

answered question

28

skipped question

0

3. Contact e-mail

**Response
Count**

28

answered question

28

skipped question

0

4. TelephoneResponse
Count

28

answered question

28

skipped question

0

5. Street AddressResponse
Count

28

answered question

28

skipped question

0

6. Please provide a mission statement for your agency or general description of services provided.Response
Count

28





answered question

28

skipped question

0

7. What types of specialized transportation users do you serve? Please check all that apply.

		Response Percent	Response Count
Elderly		96.2%	25
People with physical disabilities		88.5%	23
People with mental disabilities		76.9%	20
Low-income		73.1%	19

Additional Detail





9

answered question	26
skipped question	2














8. Please describe your geographic service area.

	Response Count
	26
answered question	26
skipped question	2

9. What type of transportation provider are you? Please check all that apply

		Response Percent	Response Count
Transit agency		29.2%	7
Social service agency		62.5%	15
Private/commercial provider with handicapped accessibility		20.8%	5
Taxi/cab service		4.2%	1
Other (please specify)			4
		answered question	24
		skipped question	4

10. What kinds of trips do you provide? Please check all that apply

		Response Percent	Response Count
General transportation		50.0%	13
Transit agency		30.8%	8
Nursing homes, retirement centers, senior centers		61.5%	16
Residential/home service		61.5%	16
Social service agencies/organizations		65.4%	17
Medical transportation		73.1%	19
Adult day care		50.0%	13
Places of employment		53.8%	14
Job training		38.5%	10
Grocery shopping		73.1%	19
Other life maintenance: shopping, post office, banking		65.4%	17
Social or entertainment		73.1%	19
School		34.6%	9
Other (please specify)			4
answered question			26
skipped question			2

11. What destinations or areas do you serve most frequently?Response
Count

24

answered question

24

skipped question

4

12. What destinations are most often requested by specialized transportation users that are not served?Response
Count

19

answered question

19

skipped question

9

13. When is your service available? Please check all that apply.Response
Count

16





answered question

16

skipped question

12

14. When is your service available? Please check all that apply.

		Response Percent	Response Count
Weekdays		92.0%	23
Weekends		44.0%	11
Evenings		36.0%	9
24/7		12.0%	3
Other (please specify)			8





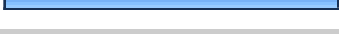

answered question

25

skipped question

3

15. What services do you provide? Please check all that apply.

		Response Percent	Response Count
Fixed route with fixed schedule		42.3%	11
Door-to-door service		80.8%	21
Thru-the-door to thru-the-door service		38.5%	10
Demand response / on-demand		46.2%	12
Same-day service		50.0%	13
Next-day		57.7%	15
Other (please specify)			10

answered question

26


skipped question

2

16. Please specify eligibility requirements for your specialized transportation services.

	Response Count
	25
answered question	25
skipped question	3



17. Do you refer users to other services?

		Response Percent	Response Count
Yes		100.0%	25
No		0.0%	0

Please explain (optional) 18

answered question	25
skipped question	3



18. Do you charge or accept a fare for your transportation services?

		Response Percent	Response Count
Yes		76.9%	20
No		23.1%	6

If yes, how much is the fare? 20

answered question	26
skipped question	2





19. Do you provide service for users that do not pay?

		Response Percent	Response Count
Yes		60.0%	15
No		40.0%	10
answered question			25
skipped question			3





20. How many vehicles do you own?

	Response Count
	26
answered question	26
skipped question	2





21. Please indicate the capacity and condition of vehicles owned.

		Response Percent	Response Count
Vehicle Type (bus, taxi, van, etc.)		100.0%	26
#Passenger seats		100.0%	26
#Wheelchair positions		100.0%	26
Condition (Excellent, good, fair, poor)		100.0%	26
answered question			26
skipped question			2



22. Please indicate the capacity and condition of vehicles owned.

		Response Percent	Response Count
Vehicle Type (bus, taxi, van, etc.)		100.0%	21
#Passenger seats		100.0%	21
#Wheelchair positions		100.0%	21
Condition (Excellent, good, fair, poor)		100.0%	21
answered question			21
skipped question			7

23. Please indicate the capacity and condition of vehicles owned.

		Response Percent	Response Count
Vehicle Type (bus, taxi, van, etc.)		100.0%	16
#Passenger seats		100.0%	16
#Wheelchair positions		100.0%	16
Condition (Excellent, good, fair, poor)		100.0%	16
answered question			16
skipped question			12

24. Do you operate vehicles that are not owned by your agency?

		Response Percent	Response Count
Yes		3.8%	1
No		96.2%	25

If yes How many? Who owns these vehicles?



1

answered question	26
skipped question	2

25. How many one-way trips for specialized transportation users do you provide per month?

	Response Count
	25
answered question	25
skipped question	3

26. Does your transportation service have additional capacity?






		Response Percent	Response Count
Yes		40.0%	10
No		60.0%	15

If yes, please explain days or times that capacity is available.

10

answered question	25
skipped question	3

27. What are major obstacles to coordinating the operation of specialized transportation services? Please check all that apply.







		Response Percent	Response Count
Restrictions on use of program funds		85.0%	17
Eligibility requirements of users		40.0%	8
Limitations on geographic service area		60.0%	12
Hours of operation		30.0%	6
Preference for an independent operation		15.0%	3
Other (please specify)			10
		answered question	20
		skipped question	8

28. Are you interested in expanding your specialized transportation service? Please check all that apply.

Please check all that apply

	Priority	Possibly	Response Count
Geographic coverage	41.7% (5)	58.3% (7)	12
Evening service	30.0% (3)	70.0% (7)	10
Weekend service	28.6% (2)	71.4% (5)	7
Handicapped-accessible service	75.0% (9)	25.0% (3)	12
Door-to-door	62.5% (5)	37.5% (3)	8
Through-the-door to through-the-door	25.0% (1)	75.0% (3)	4
Next-day or same-day service	57.1% (4)	42.9% (3)	7
Lower fares	57.1% (4)	42.9% (3)	7
Medical trips	53.8% (7)	46.2% (6)	13
Non-medical trips	52.9% (9)	47.1% (8)	17
Employment trips	61.5% (8)	38.5% (5)	13
Inter-agency coordination	46.2% (6)	53.8% (7)	13
Other (please specify)			4
answered question			22
skipped question			6

**29. What limits your ability to expand or improve specialized transportation services?
Please check all that apply.**

		Response Percent	Response Count
Not an immediate need		4.2%	1
Condition of vehicles		25.0%	6
Need for drivers		16.7%	4
Operating costs (fuel, maintenance)		75.0%	18
Vehicle capital cost		62.5%	15
Accessibility of vehicles		16.7%	4
Other (please specify)			5
		answered question	24
		skipped question	4

Agencies That Serve Specialized Transportation Users



1. Agency Name

Response
Count

9

answered question

9

skipped question

1

2. Contact Name

Response
Count

9

answered question

9

skipped question

1

3. Contact Email

Response
Count

9

answered question

9

skipped question

1

4. TelephoneResponse
Count

9

answered question

9

skipped question

1

5. Street AddressResponse
Count

9

answered question

9

skipped question

1

6. Please provide a mission statement for your agency or general description of services provided.Response
Count

8

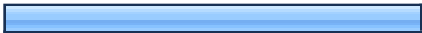



answered question

8

skipped question

2






7. What types of specialized transportation users do you serve? Please check all that apply.

		Response Percent	Response Count
Elderly		62.5%	5
People with physical disabilities		50.0%	4
People with mental disabilities		75.0%	6
Low-income		62.5%	5
Other (please specify)			1
answered question			8
skipped question			2









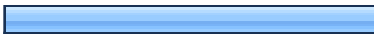



8. Please describe your geographic service area.

	Response Count
	8
answered question	8
skipped question	2

9. What types of transportation providers serve your clients? Please check all that apply.

		Response Percent	Response Count
Transit agency with fixed bus route		75.0%	6
Operator of dial-a-ride/demand response bus or shuttle		75.0%	6
Social service agency		37.5%	3
Private/commercial provider with handicapped accessibility		75.0%	6
Taxi/cab		62.5%	5
Other (please specify)			1
		answered question	8
		skipped question	2





10. What kinds of trips do your clients make? Please check all that apply.

		Response Percent	Response Count
General transportation		66.7%	6
Travel from nursing homes, retirement centers, senior centers		44.4%	4
Travel from residence / home service		55.6%	5
Travel to social service agencies/organizations		77.8%	7
Medical transportation		77.8%	7
Adult day care		33.3%	3
Places of employment		88.9%	8
Job training		88.9%	8
Grocery shopping		55.6%	5
Other life maintenance: shopping, post office, banking		66.7%	6
Social or entertainment		55.6%	5
School		44.4%	4
	Other (please specify)		0
answered question			9
skipped question			1



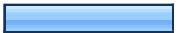



11. What destinations are needed / most often requested by your clients that are not served?

	Response Count
	8
answered question	8
skipped question	2



12. When do your clients need service? Please check all that apply

		Response Percent	Response Count
Weekdays		88.9%	8
Weekends		55.6%	5
Evenings		88.9%	8
24/7		44.4%	4
	Other (please specify)		0
	answered question		9
	skipped question		1







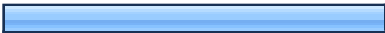
13. What services do your clients need? Please check all that apply.

		Response Percent	Response Count
Fixed route with fixed schedule		100.0%	8
Door-to-door service		75.0%	6
Thru-the-door to thru-the-door service		25.0%	2
Demand response / on-demand		75.0%	6
Same-day service		87.5%	7
Next-day service		50.0%	4
	Other (describe)		1
answered question			8
skipped question			2

14. Do you assist your clients in obtaining transportation?

		Response Percent	Response Count
Yes		77.8%	7
No		22.2%	2
answered question			9
skipped question			1

15. If yes, how do you provide assistance? Please check all that apply.

		Response Percent	Response Count
reserve/schedule transportation		42.9%	3
refer clients to transportation providers		100.0%	7
coordinate transportation connections		57.1%	4
coordinate with other agencies to schedule transportation		57.1%	4
cover the cost for transportation		57.1%	4
cover part of the cost for transportation		57.1%	4
purchase transportation from a provider:		57.1%	4
Other (please specify)			1
answered question			7
skipped question			3



16. If you purchase transportation services, from what provider do you purchase service?

	Response Count
	5
answered question	5
skipped question	5



17. Please specify eligibility requirements for the transportation services that you provide to your clients.

	Response Count
	6
answered question	6
skipped question	4

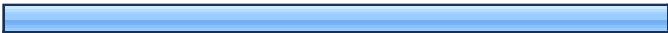





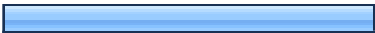





18. Do your clients pay all or part of the cost for transportation services?

		Response Percent	Response Count
Yes		75.0%	6
No		25.0%	2
	answered question		8
	skipped question		2

19. If you are interested in coordinating your transportation services with other agencies, please check all that you would consider.

		Response Percent	Response Count
Scheduling / using a dispatch service		75.0%	3
Billing		100.0%	4
	Other (please specify)		0
	answered question		4
	skipped question		6

20. What transportation needs do your clients have that are not being met? Please check all that apply.

		Response Percent	Response Count
Expanded geographic coverage		100.0%	9
Evening service		77.8%	7
Weekend service		66.7%	6
Handicapped-accessible service		44.4%	4
Door-to-door service		44.4%	4
Through-the-door to through-the-door service		22.2%	2
Next-day or same-day service		55.6%	5
Lower fares		88.9%	8
Medical trips		44.4%	4
Non-medical trips		44.4%	4
Employment trips		66.7%	6
Inter-agency coordination		55.6%	5
	Other (please specify)		0
answered question			9
skipped question			1

1. What type of specialized transportation user do you represent? Check as many as apply.

- ☐ People who are elderly
- ☐ People that have physical disabilities
- ☐ People that have mental disabilities
- ☐ People that have limited income
- ☐ Other (please specify)

2. How often do you use taxi service?

- ☐ Frequently – more than once a week
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

Option to explain

3. How well does taxi service meet your transportation needs?

- ☐ Well
- ☐ Adequately
- ☐ Poorly

Option to explain

4. How often do you use public transit?

- ☐ Frequently – more than once a week
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

Option to explain

5. Which transit system serves your area? Check all that apply.

- ☐ Butler County Regional Transit Authority
- ☐ Clermont Transportation Connection
- ☐ Metro/SORTA/Southwest Ohio Regional Transit Authority
- ☐ Middletown Transit System
- ☐ TANK/Transit Authority of Northern Kentucky
- ☐ Warren County Transit

Option to explain

6. How well does public transit meet your transportation needs?

- ☐ Well
- ☐ Adequately
- ☐ Poorly

Option to explain

7. How often do you use transportation provided by a social service agency?

- ☐ Frequently – more than once a week
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

Option to explain

8. What social service agency transportation do you use?

9. How well does social service agency transportation meet your transportation needs?

- ☐ Well
- ☐ Adequately
- ☐ Poorly

10. Do you use transportation other than taxi, public transit, or a social service agency?

- ☐ Yes
- ☐ No

Option to explain

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

- ☐ Geographic area of service
 - ☐ Evening service
 - ☐ Weekend service
 - ☐ Handicapped-accessible service
 - ☐ Door-to-door service
 - ☐ Through-the-door service / personal assistance with travel
 - ☐ Next-day or same-day service
 - ☐ Affordability of fares
 - ☐ Destinations of medical trips
 - ☐ Destinations of shopping and non-medical trips
 - ☐ Destinations of employment trips
 - ☐ Inter-agency coordination
 - ☐ Frequency of service
 - ☐ Guaranteed ride home service
 - ☐ Correlation of transportation schedule to work shift
 - ☐ Availability of information on routes, schedules, etc.
 - ☐ Ability to transfer between systems
 - ☐ Ability to transfer between routes
 - ☐ Eligibility requirements
- Other needs/Comments

12. What three improvements are most important to you?

- ☐ Geographic area of service
 - ☐ Evening service
 - ☐ Weekend service
 - ☐ Handicapped-accessible service
 - ☐ Door-to-door service
 - ☐ Through-the-door service / personal assistance with travel
 - ☐ Next-day or same-day service
 - ☐ Affordability of fares
 - ☐ Destinations of medical trips
 - ☐ Destinations of shopping and non-medical trips
 - ☐ Destinations of employment trips
 - ☐ Inter-agency coordination
 - ☐ Frequency of service
 - ☐ Guaranteed ride home service
 - ☐ Correlation of transportation schedule to work shift
 - ☐ Availability of information on routes, schedules, etc.
 - ☐ Ability to transfer between systems
 - ☐ Ability to transfer between routes
 - ☐ Eligibility requirements
- Other (please specify)

13. Where do you live?

- ☐ Butler County
- ☐ Clermont County
- ☐ Hamilton County
- ☐ Warren County
- ☐ Boone, Campbell, or Kenton County
- Other (please specify)

14. In what community is your residence located?

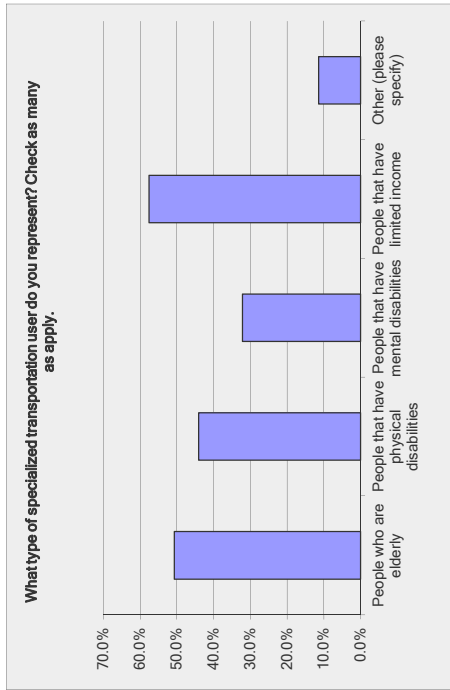
15. Optional – comments on this survey

Public Survey of Specialized Transportation Service User Needs Question 1

Public Survey of Specialized Transportation Service User Needs

What type of specialized transportation user do you represent? Check as many as apply.

Answer Options	Response Percent	Response Count
People who are elderly	50.7%	147
People that have physical disabilities	44.1%	128
People that have mental disabilities	32.1%	93
People that have limited income	57.6%	167
Other (please specify)	11.4%	33
<i>answered question</i>		290
<i>skipped question</i>		12



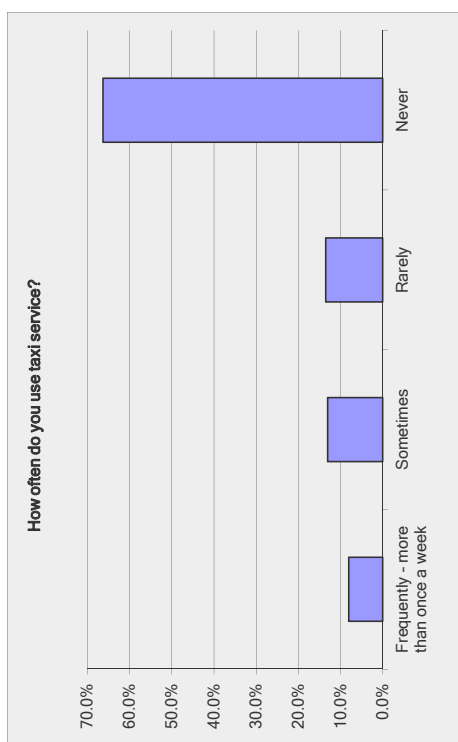
Number	Response Date
1	A person who is blind
2	Has own car
3	My daughter
4	n/a
5	I drive myself, except when I go to the Cincinnati Eye Institute, use the bus service
6	Car - drive
7	None specialized
8	none
9	n/a
10	Don't use, I drive myself
11	?
12	People who just can't drive
13	middle age
14	n/a
15	Middle age
16	All people who use public transportation
17	Poor and advocate
18	Do not use
19	n/a
20	Grocery Shopping
21	n/a
22	None of the above
23	Limited Mobility - need lift
24	none
25	Illness
26	No other Transp.
27	I do not need as of yet. My license is still valid until March 2013.
28	Service provider for people with disabilities
29	I work with people with these issues that rely on public transportation
30	Not a specialized transportation user
31	I represent all the people above as a case manager.
32	developmental disability
33	I am a butler county board of developmental disability case manager

Public Survey of Specialized Transportation Service User Needs

Public Survey of Specialized Transportation Service User Needs

How often do you use taxi service?

Answer Options	Response Percent	Response Count
Frequently - more than once a week	8.1%	24
Sometimes	13.1%	39
Rarely	13.5%	40
Never	66.3%	197
Option to explain		57
answered question		297
skipped question		5



Number Option to explain Categories

- 1 cant afford
- 2 cost too much
- 3 Cant afford to pay the fees
- 4 Have someone drive me
- 5 Didn't know one existed
- 6 Too expensive
- 7 Go to Doctor 3 days / week
- 8 When I lived in Owensboro, KY they had good taxi services and could be used frequently. This was a private entity and not government subsidized.
- 9 No taxi cabs
- 10 Too expensive
- 11 Own car
- 12 use car
- 13 can't afford
- 14 Still able to drive
- 15 too expensive
- 16 Transportation to therapy and Dr. appointments
- 17 parents drive me
- 18 Not at the present but in the future (frequently)
- 19 too costly...no job
- 20 Have no car
- 21 Still drive
- 22 Medical Bus Only
- 23 After my stay in hospital, they sent me home in a hospital cab
- 24 My family helps
- 25 Still use own car
- 26 Currently have own transportation
- 27 Weekly
- 28 I drive occasionally or family
- 29 Depends on weather and gas prices
- 30 Still able to drive
- 31 Not available here
- 32 weekly
- 33 lack of funding
- 34 Taxi's are too expensive for traveling to appointments downtown at Children's Hospital.

Public Survey of Specialized Transportation Service User Needs

35	He used transportation 5 days a week this past summer when working at Kings Island through the Warren Co. Board of DD program.
36	Contract through a taxi company.
37	Mother drives.
38	Don't feel safe.
39	There are no taxi services in this area.
40	Long distance from taxi services.
41	If UTS is considered taxi service
42	I never use taxi service I can t afford it
43	No need to use it yet as my son isn't in the workforce yet. he will be within 18 months and transportation will definitely be a need
44	wheelchair user /it does not break down well.
45	Have not had to do so yet
46	Use to get to and from work when my parents cannot take me.
47	Only because we contract with a Taxi company otherwise it is too expensive.
48	Only for the evenings, maybe if we need a DD
49	So far I have been able to drive to 741
50	UTS
51	Because cabs that have wheelchair access charge more than double / triple the charge that a non wheelchair user would pay. This is not the case in other cities such as Portland OR or even Louisville KY.
52	I'm taking this survey for my daughter and she lives at home (she'll be 21 in December)
53	I choose to drive my adult child where she needs to go.
54	Daily
55	Daily
56	Used in the past and driver tied my loved ones hands together. will never ride alone again.
57	Taxis cannot accomodate wheelchairs.

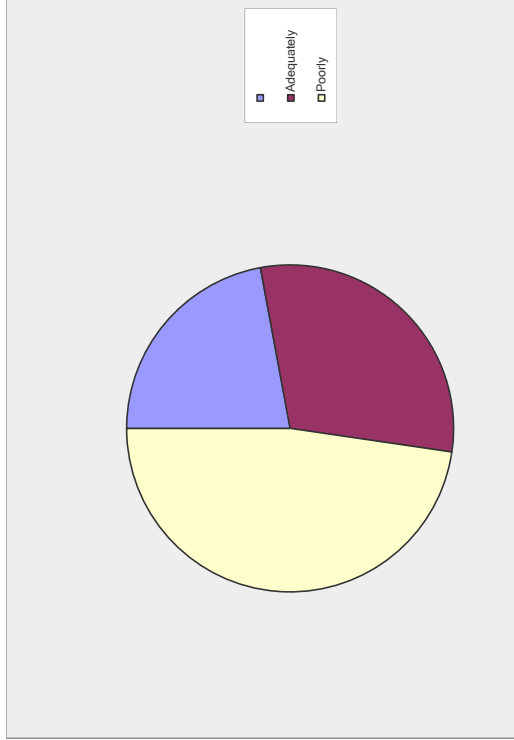
Public Survey of Specialized Transportation Service User Needs

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Public Survey of Specialized Transportation Service User Needs

How well does taxi service meet your transportation needs?			
Answer Options	Response Percent	Response Count	
Well	22.1%	33	
Adequately	30.2%	45	
Poorly	47.7%	71	
Option to explain		62	
	answered question	skipped question	149 153

Number	Option to explain	Categories
	Taxis are the best possible manner of getting around and somewhat comparable to having one's own car; however, they are far from affordable without a voucher program. How hard is this concept to understand? Where would you be if you did	
1	not drive?	
2	too expensive	
3	Not true taxi	
4	no money	
5	never used it	
6	never use one	
7	n/a	
8	n/a	
9	n/a	
10	Never rode in a Taxi	
11	very expensive	
12	it sucks..have to call back..they drive like assholes and give others the finger	
13	Can't afford	
14	Very expensive!!	
15	n/a	
16	n/a	
17	n/a	
18	n/a	
	Fell down getting in back seat, now ride in front seat.	
19	Have to wait a long time for a ride home.	
20	Never needed	
21	n/a	
22	n/a	
23	don't use	
24	none	
25	n/a	
26	None available	
27	Don't use	
	Except trips back, take longer than expected and cost more	
28	expected and cost more	
29	none available	
30	Don't use	
31	Don't use	
32	No taxi available	
33	Do not use	
34	Too Expensive	
35	Don't need.	
	Is is an expensive alternative to public transportation	
36	transportation	
37	Too expensive	



Public Survey of Specialized Transportation Service User Needs
Page 3

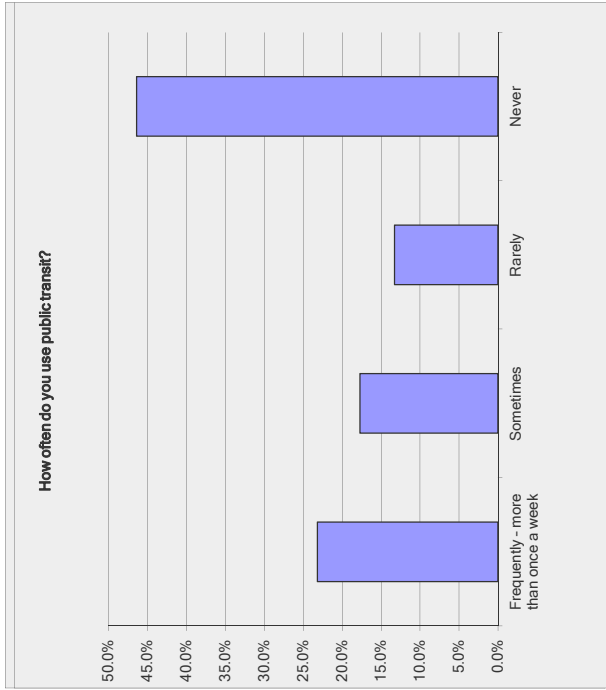
- 38 too costly.
There is no trust for taxis especially in
- 39 dealing with the senior populations.
- 40 Too expensive.
- 41 n/a
Son would be lost if a problem or confusion
- 42 occurred.
- 43 Don't feel safe.
- 44 There are no services.
- 45 n/a
If UTS - it's difficult to have them meet my
- 46 clients needs for appointments.
- 47 N/A
- 48 i don't use it
Frequent difficulties if any changes are
- 49 made in schedule, destination, etc...
- 50 Can't afford it!
- 51 too expensive
- 52 Too costly
- 53 Cost prohibitive
- 54 N/A
- 55 N/A
Limited area of service
- 56 A lot of folks use UTS (universal
transportation systems) to get to and from
work and they get you there but it costs a
- 57 small fortune.
After regular hours and where the bus don't
- 58 run.
- 59 see above
too costly, I would never use it for her, we
- 60 live too far out
It is very expensive and the individual could
- 61 not pay for the transportation without state
assistance
- 62 See above

Public Survey of Specialized Transportation Service User Needs

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Public Survey of Specialized Transportation Service User Needs

How often do you use public transit?	Response Percent	Response Count
Frequently – more than once a week	23.2%	68
Sometimes	17.7%	52
Rarely	13.3%	39
Never	46.4%	136
Option to explain	<i>answered question skipped question</i>	293 9



Number	Option to explain	Categories
1	Virtually never because, although we bought our home forty-four years ago and rode the bus daily for thirty-six years, the bus service has been taken away from our area to the point that we can no longer use it to any degree. Also, a taxi voucher program is far superior to public transit, and it is a very cost effective program because only vouchers are needed. Taxis and taxi companies already exist. We just need taxis to be affordable.	
2	its too nasty	
3	Cut 78 Route through Wyoming	
4	not yet	
5	kids drive	
6	Use car now, maybe in the future	
7	Long waits	
8	Need assistance, which is not provided by public transit	
9	once/ week	
10	when I need to use it	
11	own car	
12	To therapy and Dr. appointments	
13	Not at the present but hopefully in the future since there is none in butler county I either pay for my rides or someone helps me with expenses of the rides. Also, weekend trips are very expensive.	
14	I used to a helluva lot, but my beloved parents helped me out until they died. Now I pray that my vehicle holds up until I die..sob...	
15	No car	
16	Disabled and can't ride	
17	For Dr. appts, grocery. Would use more if affordable and longer hours	
18	Still drive	
19	Nurse Care after surgery	
20	Have my own car	
21	Have own car	
22	Every Thursday	
23	Weather related	
24	Still drive	
25	Timing is not good for seniors	
26	None available	
27	I have a car	
28		

Public Survey of Specialized Transportation Service User Needs

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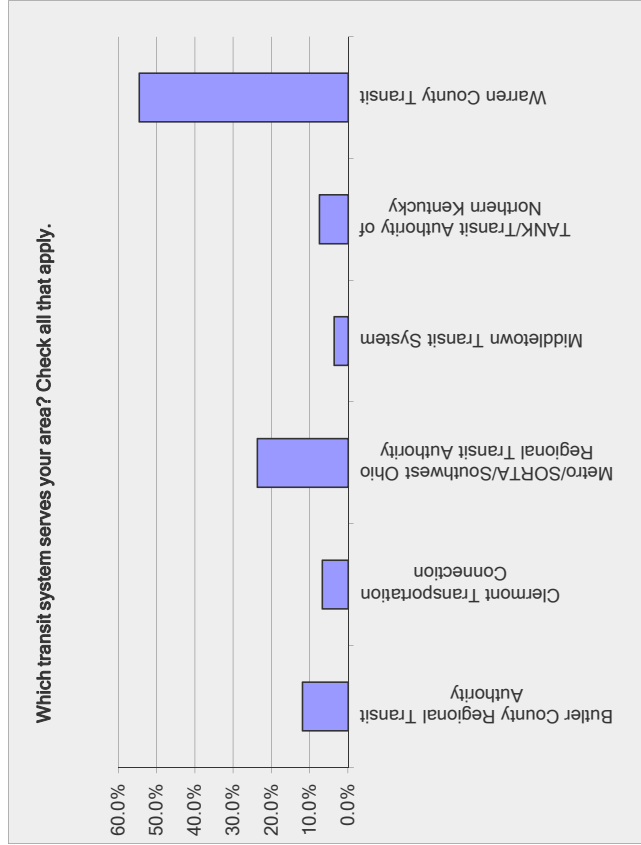
- 23 Every Thursday
 29 Plan on using in future (van)
 30 To go to Station Hill
 31 Consumers use public transit often!
 32 rarely an option
 33 Clermont County does not have a good system for public transit
 Unreliable service: never on time, drivers that lack customer service
 training, some passengers are rude and loud and there is noone to instill
 34 civility, inappropriate bus shelters
 (Public transit I am assuming is riding the bus or taking a taxi.). Once he is
 an adult on his own he will need public transit to go to work etc. since he
 35 will likely not be able to drive.
 36 We have our own vehicles.
 37 Son cannot travel alone due to mentality.
 38 Bus stops are not within walking distance of our home.
 Would like to use it more, but can not because I can only use it for my
 39 child's mental health appointment.
 40 My clients use it weekly - Transit plus UTS.
 41 Would like to use it more, but at present it's unreliable.
 42 not available in my community
 43 no public transportation readily available in Butler Cty
 44 non-verbal wheelchair user needing 24-hour care
 45 public transit is not available in Butler County that i'm aware of
 46 I service a verity of clients that do use public transit.
 47 Students use transportation to get to and from work sites.
 48 Butler County has little to no public transportation services.
 49 U's
 Most individuals needs transportation to and from day and vocational
 50 programs M-F
 51 None available at an affordable cost
 My job requires me to have a car. I have thought about using it to go down
 town, but not sure how long it would take + Cost + route info. Would love
 to see a App for my smartphone to track bus routes, maybe even plan
 52 routes for me.
 Our folks use Warren Co. Transit some but they run limited hours and
 often times they are unable to transport in a timely fashion (you might
 53 have to get picked up 1.5 hours early to get to work on time).
 54 There isn't anything available in Bethel.
 not reliable for timeliness. individual would be frequently late for work or
 55 being picked up from work.
 56 I drive my adult child to and from destinations.
 57 Child uses TANK RAMP two times a day, five times a week.

Public Survey of Specialized Transportation Service User Needs Question 5

Public Survey of Specialized Transportation Service User Needs

Which transit system serves your area? Check all that apply.

Answer Options	Response Percent	Response Count
Butler County Regional Transit Authority	11.9%	30
Clermont Transportation Connection	6.7%	17
Metro/SORTA/Southwest Ohio Regional Transit Authority	23.7%	60
Middletown Transit System	3.6%	9
TANK/Transit Authority of Northern Kentucky	7.5%	19
Warren County Transit	54.5%	138
Option to explain		34
answered question		253
skipped question		49



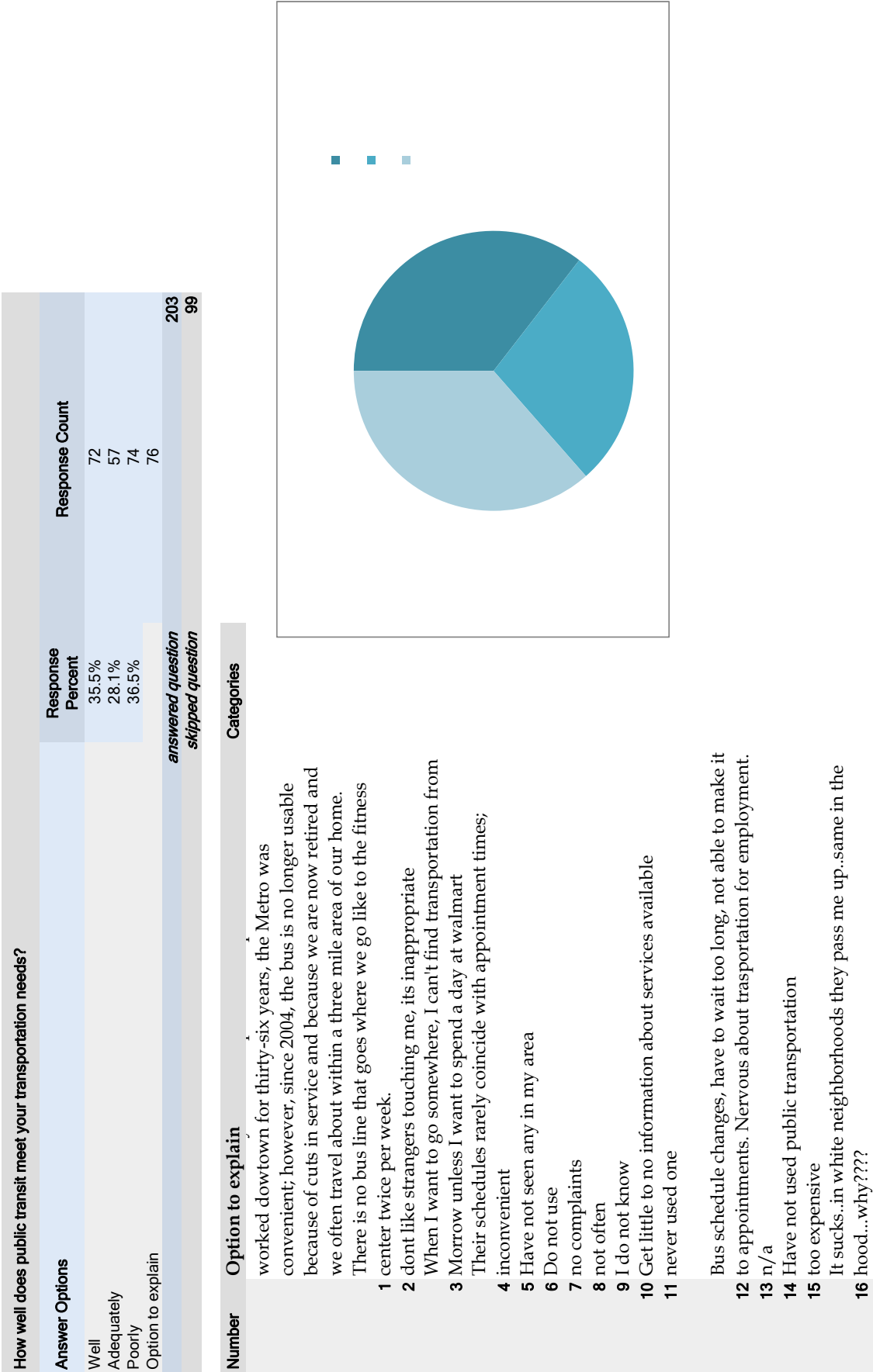
Number	Option to explain	Categories
	Nothing serves our area adequately. Metro used to serve our area; now, we would have to walk over six blocks to catch a bus, but i have a phobia with germs and touch	
1	don't know	
2	UTS	
3	none	
4	None of the above	
5	UTS	
6	unknown	
7	I have no idea	
8	I don't know	
9	unknown	
10	Would like to know more about how this system works - cost to user. How to stay informed about what is available and changes.	
11	I don't know	
12	n/a	
13	unsure	
14	Warren County Medical Senior Service	
15	Warren County Community Service	
16		
17		

Public Survey of Specialized Transportation Service User Needs
Question 5

18	Deardorf Center and Nurse Care
19	unsure
20	UTS
21	Do not use
22	UTS
23	Nurses care/ desk
24	Unsure
25	Universal Travel Service
	Too much wait time for disabled
26	and seniors
27	Car
28	Meda - Care Van
29	UTS
	Will serve to take some folks to
	work or day program if there is
30	room.
31	N/A
32	N/a
	Also UTS that is extremely
33	overpriced!!!
34	Franklin Township Senior Bus

Public Survey of Specialized Transportation Service User Needs
Question 6

Public Survey of Specialized Transportation Service User Needs



Public Survey of Specialized Transportation Service User Needs

Question 6

- Its not fair that sometimes I have to wait for an hour, but van wont wait for me when my apt. is late.
- 18 I depend on the Warren County Transit System
- 19 Ok when needed.
- 20 n/a
- Transportation to Dr. is great, don't want to sit and wait for bus
- 21 for hours to pick me up after Dr. visit.
- 22 Do not need yet
- 23 n/a
- 24 n/a
- 25 n/a
- 26 Have own car
- 27 n/a
- 28 n/a
- 29 Never used
- 30 don't use
- 31 none
- 32 n/a
- 33 Depends on time of day
- 34 Don't use
- 35 Car
- 36 WCC Perfectly meets my needs
- 37 I havent done it yet
- No service to our location from our main client base in
- 38 Clermont County
- 39 Often, students are told that routes are full.
- It is so I guess highly used that it is difficult to get around trip.
- They if it happens to be a late appointment you just can't get a
- 40 ride.
- 41 It is not a well advertised option to many clients.
- It's very difficult for people to get from one place to another in a
- 42 timely manner.
- 43 See comments on #4
- 44 Have not used it to date
- 45 Access vans need more flexibility in scheduling.
- 46 We are not on a bus line.
- 47 Adequate in urban core. Poorly outside I-275 loop.
- 48 RTA is often full and can't handle the demand.
- 49 Too costly!

Public Survey of Specialized Transportation Service User Needs

Question 6

50	Bus stops are not within walking distance of our home. Access is not reliable for the disabled.
51	Limited hours and routes. Not dependable when you have to be somewhere at a specific time (like work). Also, will not be able to transport often if they do not have a previously scheduled route in the area.
52	There is only one service that is never on time.
53	n/a
54	Buses are often late and unreliable. Plus, route options are limited and almost always require traveling downtown. I would use rail options if Cincinnati had them.
55	They aren't always available. Sometimes they can drop you off at an appointment but not pick you up. If your dr is running late, you have to leave when the bus comes or they leave you with no way home.
56	Lacking in West Chester
57	i live on the edge of Butler County and Hamilton County and subsequently get no service from either transit
58	My son cannot self-propel his chair to a bus stop and rarely goes to places on bus lines. He is too dependent.
59	Access trips are time consuming and generally inefficient
60	When we have occasion to use it the staff and service have been excellent
61	Access has been very reliable and my son uses it daily to get to Goodwill program
62	N/A
63	My main concern is for the clients I serve, they make very little money and it seems every year or every other year Metro goes up on the fare. It hits them hard.
64	Seldom on time.
65	limited service in our area.
66	Uts is extremely expensive. Only one available. We do live in a subdivision surrounded by 2 more

Public Survey of Specialized Transportation Service User Needs

Question 6

67 RTA is often over booked and can't keep up with the demand
Does not have a regular route throughout the county that is

68 affordable

69 Hours and Routes are not accommodating to most.

70 Nothing available, on weekends, except taxi.

It would be more beneficial if the routes included extended evening services.

Warren Co. Transit seems to run primarily on "routes" and therefore the times often don't meet the needs of our folks (typically when we (staff of WCBDD) call to request transportation they tell us they can't do it but this last time they were able to work something out). I've often received feedback from our individuals stating transit isn't reliable for getting you to your destination on time which is a huge problem when you are going to work. Also, the hours transit runs are VERY 72 limited.

metro's access system is poorly managed and as a result is a real disservice to the disabled people in this area. To start, Metro has the attitude that they are doing disabled people a "favor" by offering this service. Do they not realize that people don't want to be disabled and would much rather not have to use this service? The guarantee that someone will be home in 2 hours is a joke. The routes that are mapped out don't make sense and you have a disabled person riding around in a van (not a very smooth ride) for two hours while drivers go back and forth across town instead of taking a route that actually makes sense. You have a "window" of when you will be picked up which requires people to stand in the cold/rain/heat/dark waiting for their ride. This can be dangerous for many disabled people. A simple solution to this would be a phone call or knock on the door when they arrive. Again, this is done in other cities. First Transit operates the para transit system in Portland OR and they are based in Cincinnati. Why are things so different in Cincinnati?

74 No stops in Bethel

Public Survey of Specialized Transportation Service User Needs
Question 6

I choose not to use public transportation for my adult child.
However, I see others using public transportation and I'm
aware of the problems they have - late pick up, sometimes not
75 showing up, no transportation available in some areas, etc.
76 RAMP service is much appreciated

Public Survey of Specialized Transportation Service User Needs

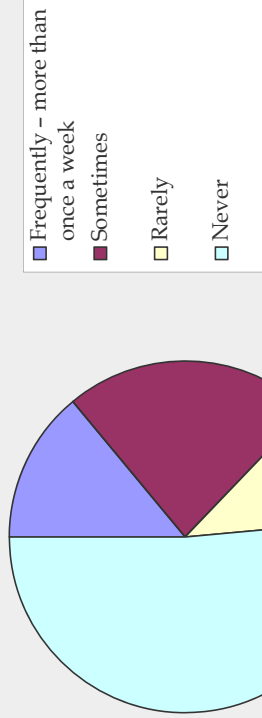
Question 7

Public Survey of Specialized Transportation Service User Needs

How often do you use transportation provided by a

Answer Options	Response Percent	Response Count
Frequently - more than once a week	14.0%	38
Sometimes	23.2%	63
Rarely	11.4%	31
Never	51.5%	140
Option to explain		40
answered question		272
skipped question		30

How often do you use transportation provided by a social service agency?



Number Option to explain Categories

- 1 their services
- 2 to doctors
- 3 Only use when son can't drive
- 4 Have other way
- 5 FTST - 1/month
- 6 butler dd pays for my rides to work and back they bitch and threaten to cancel me out if I fail to show up.
- 7 fail to show up.
- 8 Still drive
- 9 n/a
- 10 Only special events
- 11 n/a
- 12 If I need help my family helps me
- 13 Grocery store bus available on Wed.
- 14 Use own car
- 15 Use Car
- 16 Have not used yet
- 17 Agency provide to their own clients
- 18 errands. It is very essential to them. In the summer time to go to and from work.
- 19 5 days a week
- 20 We are social agency.
- 21 Most individuals need transportation M-F and from day and vocational programs. Bus to and from school (Project Life) takes 1.5 hours each way - although his home is 10 minutes from school.
- 22 10 minutes from school.

Public Survey of Specialized Transportation Service User Needs Question 7

- Our son uses a "provider" service once a week. For social activities and participation in special olympics.
- 23 For mental health appointments. My clients don't receive transportation services often from me - SSA twice monthly for social outings in Hamilton County & daily in Clermont County for going to workshop
- 26 I walk every where
- 27 I don't know of any.
- 28 Transportation to medical appointments through JFS.
- 29 no need yet but will have a daily need in about 18 months
- 30 Goodwill provides the transportation to and from work.
- 31 Transportation is available through LADD services. It is often used for day to day trips, though it is not used every week.
- 32 Have not had to do so yet
- 33 Currently do not have a level 1 waiver. Individuals have limited budgets through our agency. Budgets are getting smaller due to budget cuts.
- 35 Sometimes there is no other option because of routing/pricing with other options.
- 36 This is used by many of our folks going to Warren Co. Board of DD day programs. They are not able to transport most folks independently hired in the community which is where we have most transportation issues.
- 37 I drive my adult child where ever she needs to go.
- 38 daily
- 39 Redwood, in Ft. Mitchell, has vans to take clients on special outings
- 40

Appendix B - Survey Results From Transportation Operator Agencies

Public Survey of Specialized Transportation Service

User Needs

Question 8

Public Survey of Specialized Transportation Service User Needs

What social service agency transportation do you use?	
Answer Options	Response Count
	128
<i>answered question</i>	128
<i>skipped question</i>	174

Number	Response Text	Categories
	We do not use any. Do you go to social service agencies? What social service agencies provide transportation on demand to grocery stores and other shopping, or to fitness centers, or to the homes of friends, or to parks for walks, and so on?	
1	Camelot	
2	GCB	
3	Center Point	
4	Freestore Foodbank	
5	Freestore Foodbank	
6	GCB	
7	GCB and Walnut Hills	
8	Medicare Services	
9	Freestore	
10	Job and Family Services	
11	Medicaid	
12	none	
13	UTS	
14	Warren County Medical Transportation	
15	Warren County Elderly Services	
16	UTS	
17	none	
18	UTS	
19	Warren County Elderly Services	
20	UTS	
21	UTS	
22	Council on Aging of SW Ohio	
23	Medical	
24	?	
25	Warren County	
26	Warren County	
27	none	
28		

Appendix B - Survey Results From Transportation Operator Agencies

Public Survey of Specialized Transportation Service

User Needs

Question 8

- 29 none
- 30 none
- 31 none
- 32 Do not use, have my own car
- 33 Haven't needed yet
- 34 none
- 35 Warren County
Warren County Community Services
- 36 Franklin Township Senior Transportation
- 37 none
- 38 Warren County Community Services
- 39 Warren County
- 40 WC
- 41 none
- 42 none
- 43 n/a
- 44 n/a
- 45 n/a
- 46 n/a
- 47 The bus
- 48 The Hail Mary Pass Company...a helluva lot of prayer..
Warren County
- 49 UTS
- 50 Medacare Transportation Inc.
- 51 WCCS
- 52 UTS
- 53 Warren County
- 54 UTS
- 55 Warren County Senior Services (Medical Bus)
- 56 Warren County
- 57 What is available??
- 58 Nurse Care
- 59 none
- 60 UTS
- 61 Deardorf Senior Center Bus
- 62 UTS

Appendix B - Survey Results From Transportation Operator Agencies

Public Survey of Specialized Transportation Service

User Needs

Question 8

- UTS
- Franklin Deardorf
- 63 WCCS
- 64 Nurses Care
- 65 Warren County Transit Services
- 66 none
- Meals on Wheels
- Life Line
- 67 Cleaning once per week
- Warren County Transit
- 68 UTS
- 69 none
- 70 Warren County
- 71 Universal Travel Services
- 72 Warren County Seniors
- 73 Warren County
- 74 UTS
- 75 WCC
- 76 WCT
- 77 Not at Present
- 78 WCTS
- 79 Use School Bus
- 80 don,t use any
- 81 Meda - Care Van
- 82 Unsure...
- Well sometimes DD will provide transportation to my clients
- 83 for different functions and or appointments.
- 84 I do not use any.
- 85 Gas cards through various agencies
- 86 Wesley, if needed.
- 87 N/A
- 88 Warren County Bd of DD
- 89 UTS, Agency Providers, Taxi Services
- 90 LADD
- 91 Rides from Everybody Rides Metro.
- 92 Mayerson JCC.
- Senior Services of NKy
- 93 Bus passes provided by agencies
- Several vendors through our agency. Everyone has a limited budget most people have to attend less because budget is not
- 94 large enough for a year of transportation.
- Mental Health
- 95 MRDD
- 96 Unsure.
- 97 City schools for disabled.

Appendix B - Survey Results From Transportation Operator Agencies

Public Survey of Specialized Transportation Service

User Needs

Question 8

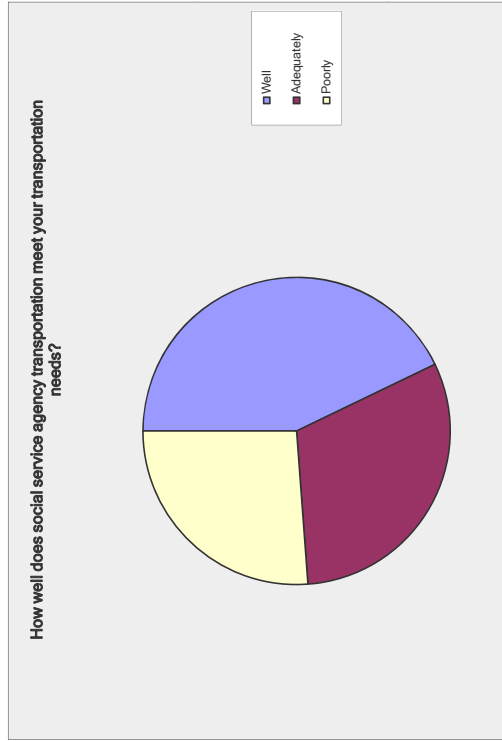
- 98 Provider service "Walk of Joy"
- 99 UTS and some residential providers.
- 100 Butler County Transit
- 101 My clients only use WCBDD Transit if in day - hab programs.
Hamilton County DD Services
Cincinnati Recreation Commission/Division of Therapeutic Recreation
Clermont County DD Services
- 102 Southwest Ohio Developmental Center
- 103 I don,t use it
- 104 N/A
UTS
MedaCare
- 105 Wesley
- 106 Petermann
- 107 Offered through OVG
- 108 RTA, JFS/LaFleur to Medicaid appointments
- 109 Butler County Success Liaison; UTS
- 110 Goodwill van
- 111 Universal Transportation System
- 112 Goodwill buses
- 113 LADD Inc
- 114 Currently using Goodwill
- 115 N/a
- 116 Access
- 117 me none.
- 118 Warren County D.D.
- 119 Access, Med-Care,Goodwill vans
- 120 UTS
Butler County Board of Developmental Disabilitlies
Goodwill
RES Care
ECI
Opportunities to Succeed
Caregivers for Independence
- 121 Jewish Vocational Services
- 122 Warren County Board of D.D.
- 123 Warren County Board of Developmental Disabilities.
- 124 Goodwill, Talbert House and teh Drop Inn Center.
- 125 Access
- 126 Senior Services of Northern KY
- 127 bawacc
- 128 See above

Public Survey of Specialized Transportation Service User Needs

Question 9

Public Survey of Specialized Transportation Service User Needs

How well does social service agency transportation meet your transportation needs?		
Answer Options	Response Percent	Response Count
Well	42.9%	72
Adequately	31.0%	52
Poorly	26.2%	44
Option to explain		45
		answered question
		skipped question
		168
		134



Number	Option to explain	Categories
1	Not at all.	
2	never helps with transportation	
3	It helps me very well.	
4	Do not need nor use it	
5	Haven't needed yet	
6	Sometimes limited destination areas	
7	I don't know	
8	n/a	
9	n/a	
10	Don't use	
11	It sucks...	
12	Unsure of what's available	
13	n/a	
	We have a Senior Center in our area, they have a luncheon there once a month. You can get a ride there, but	
14	have to stay all day for a return trip!!	
15	n/a	
16	n/a	
17	n/a	
18	n/a	
19	Never used it	
20	none	
21	n/a	
22	Don't use	
23	Car	
24	Have heard it is a good service	
	Available options are not provided	
25	to clients.	
26	Can't depend on gas cards	
27	n/a	
	I mostly rely on personal, family and	
28	friends for transportation	

Public Survey of Specialized Transportation Service User Needs

Question 9

- 29 LADD could use more vans
Very difficult to find wheelchair accessible transportation. Very expensive.
- 30 expensive.
- 31 Not sure
Driving to another city to change buses to go back through 2 more cities.
- 32 cities.
- 33 On time and dependable.
High rates and often keep on the van longer than is expected. They will often combine routes and pick up 4 people before dropping anyone off at home.
- 34 off at home.
- 35 Do not use
No services w/ JFS, One-stop, family supports, WICK, mental health, etc..
- 36 health, etc..
- 37 N/A
- 38 donot use it
Only complaint is wait time for them to come pick back up, but service is adequate.
- 39 service is adequate.
- 40 With a limited number of accessible vehicles, it is difficult to find one available at convenient times.
- 41 available at convenient times.
- 42 not eligible
- 43 But expensive
Too expensive and most don't have wheelchair accessibility
Can't always fit the times into their schedules.
- 44 schedules.
- 45 Please see # 6 above. In addition, I've witnessed drivers smoking around clients, talking on cell phones while operating the wheelchair lift with clients on it, talking on cell phones while driving the van full of clients, taking long talk breaks while clients sit in the van, etc. I really wouldn't trust my adult child with most of the drivers I've observed.

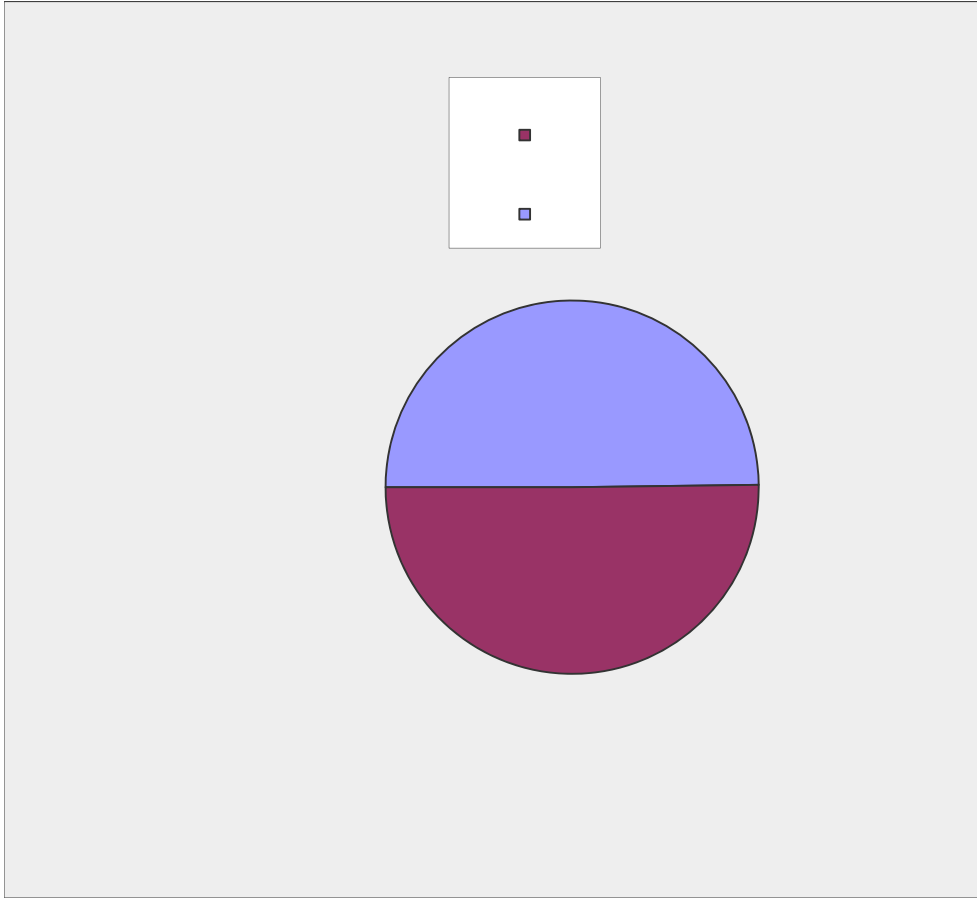
Public Survey of Specialized Transportation Service User Needs

Question 10

Public Survey of Specialized Transportation Service User Needs

Do you use transportation other than taxi, public transit, or a social service agency?			
Answer Options	Response Percent	Response Count	
Yes	49.8%	132	
No	50.2%	133	
Option to explain		115	
			answered question
			265
			skipped question
			37

Number	Option to explain	Categories
	We ride places like to parks for walks three times per week and to many other places with friends because our transportation options are unfairly and unnecessarily limited by a society that does not have a sense of justice, equity, and equality concerning transportation for people who do not drive.	
	We rely on friends and relatives for at least half of our transportation because OKI and other transportation entities in our region are preoccupied with taking surveys and filling out endless paper work for ineffective programs rather than doing something simple and effective like establishing an effective taxi voucher program that includes ten or more taxi companies, so all people who qualify for taxi vouchers can obtain adequate service.	
1	adequate service.	
2	Bike	
3	Walk	
4	bootleg	
5	Family	
6	When someone gives me a ride	
7	Family and Friends	
8	own car	
9	Daughter	
10	family or friends	
11	friends	
12	family	
13	family	
14	daughters	
15	family	



Public Survey of Specialized Transportation Service User Needs
Question 10

	I drive to the store, or to see my friends and
16	to the walking parks, to walk
17	Car - drive
18	relative
19	car
20	My daughters
21	family
22	son in law
23	family
24	own car
25	Senior Citizen Deardorf Center
26	car
27	car
28	my children sometimes
29	car
30	car
31	car
32	Car sometimes or friends
33	parents
34	family
35	UTS
	My damn spouse motors me and bitches
36	about it...
37	Occasional Family Member
38	Family and Friends
39	Molina Ins. Transportation
40	Family
41	Family Member
42	Case Manager
43	Niece in her car
44	Own car
45	Occasional Relative
46	Daughter
	Relatives and friends, but seldom around
47	when needed.
48	Family
49	My car
50	Daughter
51	I have my own car
52	Family/ Friends
53	Personal Car
54	Children
55	Family when available
56	own car
57	own car
58	Daughter
59	Children
60	I drive my own car
61	I drive myself
62	n/a

Public Survey of Specialized Transportation Service User Needs

Question 10

- 63 Warren County Elderly Services
 64 My car
 65 Family
 66 My daughter
 Weather related, health related.
 67 Use Car
 68 Car
 69 Family - rarely, they all work
 70 My daughter
 71 car
 72 Car
 73 Car
 74 my car
 rarely, staff willpick up people for events
 75 though the liability is an issue
 I do not, but families and individuals I work
 with use it because they are unable to drive
 either because of a disability or because
 76 they are low income.
 Friends and family when they are available
 77 to help.
 78 Personal Auto
 79 See comments on #9
 I am his mother and I transport him
 everywhere except to work in the summer
 80 via my personal vehicle.
 81 Natural supports when possible
 82 family and friends
 83 Maybe family and friends at times.
 84 Nothing else available.
 85 Grandmother helps.
 86 UTS Van Service - They're awesome!
 If a friend has gas and can give me a ride,
 87 they take me.
 88 Have friend that provides transportation.
 Some of my clients rely on family supports
 89 or HPC if they have a waiver.
 90 family
 91 Family
 92 car
 Our agency provides non-medical
 transportation services for eligible
 93 participants.
 94 Car, when necessary.
 95 Family members
 To work and or day programs for people
 96 with disabilities.
 97 friends, family
 98 I use the bus whenever I can

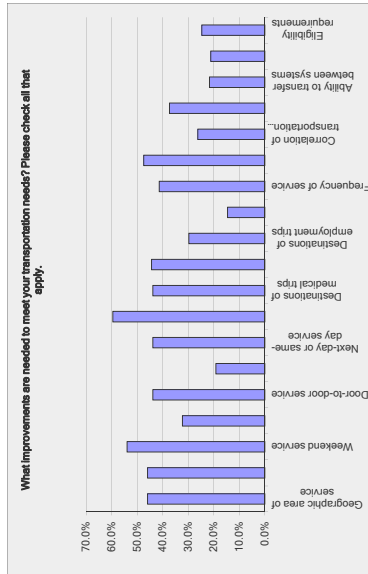
Public Survey of Specialized Transportation Service User Needs
Question 10

99	parents
100	My family owns an adapted van that is used to transport our son.
101	Parental transport
102	Parents still drive son to outings
103	School and parents
104	Parent or other family member. Personal staff vehicle, and or Parent's personal vehicle
105	Nothing else available
106	Still drive and use own car
107	Automobile, plane, bus
108	Parents, family, friends, etc.
109	Some of our individuals are transported by family and friends (so natural supports). Also, some walk, ride their bikes and there are a couple who drive themselves in their own vehicles. I would say 98% of our folks rely on taxi, public transit or a social service agency.
110	agency.
111	Parents
112	natural unpaid support
113	I use RAMP.
114	I drive my adult child to and from any destinations.
115	Van equipped to accommodate a wheelchair

Public Survey of Specialized Transportation Service User Needs
Page 11

Public Survey of Specialized Transportation Service User Needs

What improvements are needed to meet your transportation needs? Please check all that apply.		
Answer Options	Response Percent	Response Count
Geographic area of service	44.0%	91
Evening service	46.0%	91
Weekend service	50.0%	107
Handicapped-accessible service	32.3%	64
Door-to-door service	43.0%	87
Through-the-door service / personal assistance with travel	40.2%	88
Next-day or same-day service	43.9%	87
Affordability of fares	39.6%	116
Destinations of medical trips	43.9%	87
Destinations of shopping and non-medical trips	44.4%	88
Destinations of employment trips	29.8%	59
Inter-agency coordination	14.6%	29
Frequency of service	41.4%	82
Guaranteed ride home service	47.5%	94
Correlation of transportation schedule to work shift	26.3%	52
Availability of information on routes, schedules, etc.	37.4%	74
Ability to transfer between systems	21.7%	43
Ability to transfer between routes	21.2%	42
Eligibility requirements	24.7%	49
Other needs/Comments		40
<i>unanswered question</i>		198
<i>skipped question</i>		104



Number	Other needs/Comments	Categories
--------	----------------------	------------

We need a taxi voucher program that includes ten or more taxi companies without discriminating against smaller companies which do already provide excellent service.
MAKE TAXIS AFFORDABLE AND QUIT HAVING US FILL OUT SURVEYS YEAR AFTER YEAR. AFTER YEAR! If I had a dollar for every survey I filled out about transportation in my life, I could have retired at the age of six years old.

2 It is hard to get to and from places when the prices are high and people cant pay

3 When the info becomes available, can you mail to us?

4 n/a

5 Don't use

6 I don't know, have not had to use it.

7 none needed at this time

8 n/a

9 don't know

10 grants to allow me to ride for free

11 All transportation provided by family and friends

12 Expand Use

13 Be on Time!

I use WCCC often for Dr. appts. and appreciate it. However, I need to go shopping and back home again, as well as other destinations.

15 none

16 No need for improvement, the drivers are great.

17 Things are ok!

18 n/a

19 I think the services are good, and if I ever need them, I hope all will be eligible.

20 n/a

21 no comment

Public Survey of Specialized Transportation Service User Needs
Page 11

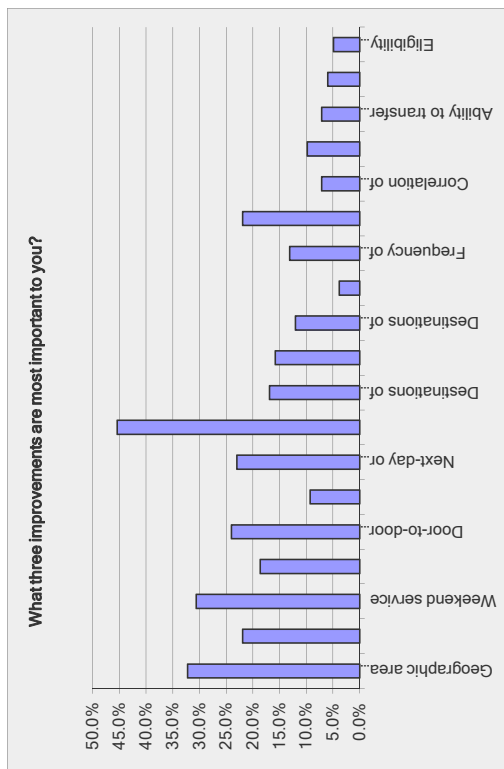
- 22 n/a
 23 none
 24 None
 25 Return Trips
 26 Don't use
 27 School to work, home to work, and return trips.
 28 I do not know how soon at my age I will need these services.
 High School learns devote hours to transportation plans for adults exiting school services so they may have successful adult outcomes. It all goes to 'pot' when there is no reliable or adequate transportation.
 29
 Warren County is in desperate need of a public transportation system. I have been a caseworker in this county since 2003 and the populations I have served struggle w/ lack of transportation options in this growing county.
 30
 31 Really, everything about the public transportation system needs to improve.
 32 My needs are met
 I think that a bus that would run along the Ronald Reagan would be great - I understand the hub idea - but to get from Clermont County to the University area/Uptown area - first you have to go downtown and then connect to a bus to the UC/Uptown area.
 I can drive for about 20 minutes and catch a direct bus to the Uptown area - but that seems more difficult.
 I love the transit in Chicago - where you can hop a bus and a train and never stop moving
 33 for an hour and arrive with a minimum of effort any where you want.
 it would be helpful to be able to transfer between Butler City and Hamilton City for those of us on the border or for those many people that live in Butler and work in Hamilton City
 34
 Someone would need to understand how to communicate with my son- I would need a regular driver- the same driver daily.
 35
 36 be on time.
 37 As I do not use the service I cannot critique it
 We have a variety of transportation options in our area but the big issue is the affordability of it. For example-I have an individual that lives and works in Lebanon that UTS quoted us \$24 to transport the 2.1 miles from work to home. A private provider has ended up doing the service but they still charge \$19.90. I would like for someone like this to be able to use transit but I was told they were not able to provide the service for this individual (that is- they couldn't get them there are at the right time/picked up at the right time). Also, UTS is the main 'taxi service' for most of our community employed folks and they jack up the price even higher if it is outside the county line. For folks in wheelchairs--the prices are even more than for ambulatory folks and the options are very limited for them.
 38
 I live on a fixed income, and it is difficult for me to afford Ramp's fare especially since it is increasing. There should be some kind of aid for Handicapped riders. Discounted fares should cover Handicapped riders. It should be taken into consideration that we live on SSD, and do not make regular salaries.
 39
 At this time Senior Services is doing an excellent job with transportation to and from workshop
 40

What improvements are needed to meet your transportation needs? Please check all that apply.	
Answer Options	Response Percent
Affordability of fares	59.6%
Weekend service	54.0%
Guaranteed ride home service	47.5%
Evening service	46.0%
Geographic area of service	44.4%
Destinations of shopping and non-medical trips	43.9%
Destinations of medical trips	43.9%
Door-to-door service	43.9%
Next-day or same-day service	41.4%
Frequency of service	37.4%
Availability of information on routes, schedules, etc.	32.3%
Handicapped-accessible service	29.8%
Destinations of employment trips	26.3%
Correlation of transportation schedule to work shift	24.7%
Eligibility requirements	21.7%
Ability to transfer between systems	21.2%
Ability to transfer between routes	20.2%
Other needs/Comments	19.2%
Through-the-door service / personal assistance with travel	14.6%
Interagency coordination	

Public Survey of Specialized Transportation Service User Needs Question 12

Public Survey of Specialized Transportation Service User Needs

What three improvements are most important to you?			
Answer Options	Response Percent	Response Count	
Geographic area of service	32.2%	59	
Evening service	21.9%	40	
Weekend service	30.6%	56	
Handicapped-accessible service	18.6%	34	
Door-to-door service	24.0%	44	
Through-the-door service / personal assistance with	9.3%	17	
Next-day or same-day service	23.0%	42	
Affordability of fares	45.4%	83	
Destinations of medical trips	16.9%	31	
Destinations of shopping and non-medical trips	15.8%	29	
Destinations of employment trips	12.0%	22	
Inter-agency coordination	3.8%	7	
Frequency of service	13.1%	24	
Guaranteed ride home service	21.9%	40	
Correlation of transportation schedule to work shift	7.1%	13	
Availability of information on routes, schedules, etc.	9.8%	18	
Ability to transfer between systems	7.1%	13	
Ability to transfer between routes	6.0%	11	
Eligibility requirements	4.9%	9	
Other (please specify)		24	
<i>answered question</i>			183
<i>skipped question</i>			119



Number	Other (please specify)	Categories
	Complete flexibility (24 hour on demand service), affordability (around half the market rate of taxi fares), and complete reliability (going and coming when and where we choose in a reasonable time); service comparable to people who drive their own cars. How hard is it to understand this concept, and how hard is it to achieve for officials with common sense?	
	Do you have any idea as to how much paratransit systems like Access and RAMP spend to transport riders to places they do not want to go and transport them to places they want to go at times that they do not want to go? If officials decided to provide transportation in a reliable, flexible, and affordable manner, both riders and transportation entities would be winners.	
	1 transportation entities would be winners.	
	2 none	
	3 n/a	
	4 Don't use	
	5 I don't know, have not had to use it.	
	6 Haven't needed yet	

Public Survey of Specialized Transportation Service User Needs
Question 12

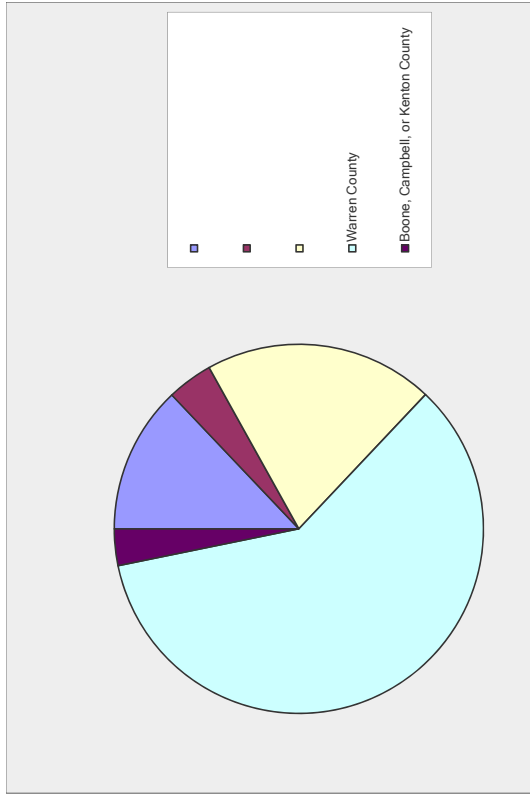
7	none
8	n/a
9	All transportation provided by family and friends
10	basically all of them apply
11	More on time.
12	Be on Time!!
13	Weekends and week day trips for destinations other than grocery stores.
14	Need to get out more.
15	Things are ok
16	n/a
17	n/a
18	no comment
19	n/a
20	I have a car
21	N/A
22	Be on time.
23	Overall quality of service--being on time, friendly and respectful.
24	Please treat the disabled with more respect. How would you feel if YOU had to ride in a van back and forth around town for two hours when you are only traveling a few miles?

Public Survey of Specialized Transportation Service User Needs
Page 13

Public Survey of Specialized Transportation Service User Needs

Where do you live?		
Answer Options	Response Percent	Response Count
Butler County	12.9%	36
Clermont County	4.0%	11
Hamilton County	20.1%	56
Warren County	59.7%	166
Boone, Campbell, or Kenton County	3.2%	9
Other (please specify)		6
answered question		278
skipped question		24

Number	Other (please specify)	Categories
1	n/a	
2	Brown County Weekdays at Southwest Ohio Developmental Center & most weekends at home in Hamilton County	
3	County	
4	middletown ohio	
5	On the edge of Butler County I work in Warren County which is who I've completed this survey for/with in mind. I actually live in Hamilton County but I'm not so familiar with transportation and the issues there.	
6		



Appendix B - Survey Results From Transportation Operator Agencies

Public Survey of Specialized Transportation Service User Needs

Question 14

Public Survey of Specialized Transportation Service User Needs

In what community is your residence located?	
Answer Options	Response Count
	236
<i>answered question</i>	236
<i>skipped question</i>	66

Number	Response Text	Categories
1	Covedale	
2	Over the Rhine	
3	Price Hill	
4	Mt Arburn	
5	Bond Hill	
6	Avondale	
7	Colerain	
8	Sadansville	
9	Bond Hill	
10	Mt Healthy	
11	Westside	
12	Covington	
13	Cincinnati	
14	Avondale	
15	Silverton	
16	Avondale	
17	West End	
18	Over the Rhine	
19	Walnut Hills	
20	Downtown	
21	Northside	
22	Cincinnati	
23	Mt Airy	
24	Wyoming	
25	Clifton	
26	Norwood	
27	Walnut hills	
28	Morrow	
29	Morrow	
30	Morrow	
31	Morrow	
32	Morrow	
33	Morrow	
34	Morrow	
35	Morrow	
36	Morrow	
37	Morrow	
38	Morrow	
39	Morrow	
40	Morrow	
41	Morrow	
42	Morrow	
43	Morrow	
44	Morrow	
45	Morrow	
46	Morrow	
47	Loveland	
48	Loveland	
49	Deerfield Township	
50	Berry Wood Retirement	
51	Loveland	
52	Deerfield Township	
53	Loveland	
54	Deerfield	
55	Carlisle	
56	Carlisle	

Appendix B - Survey Results From Transportation Operator Agencies
Public Survey of Specialized Transportation Service User Needs
Question 14

57 Carlisle
58 Carlisle
59 Carlisle
60 Carlisle
61 Carlisle
62 Carlisle
63 Carlisle
64 Carlisle
65 Carlisle
66 Carlisle
67 Carlisle
68 Carlisle
69 Carlisle
70 Carlisle
71 Carlisle
72 Carlisle
73 Mason
74 Mason
75 Mason
76 Mason
77 Mason
78 Mason
79 Mason
80 Mason
81 Mason
82 Mason
83 Mason
84 Mason
85 Oxford
86 Collinsville
87 Middletown
88 Middletown
89 Somerville
90 Hamilton
91 Trailer Park
92 Oxford
93 Oxford
94 Oxford
95 Seven Mile
96 hamilton/fairfield
97 sycamore township hamilton county ohio
98 Station Hill
99 Lebanon
100 Lebanon
101 Lebanon
102 Lebanon
103 Lebanon
104 Lebanon
105 Lebanon
106 Lebanon
107 Lebanon
108 Lebanon
109 Lebanon
110 Lebanon
111 Lebanon
112 Lebanon
113 Lebanon
114 Lebanon
115 Franklin
116 Sherman Glen
117 Franklin
118 Franklin
119 Franklin
120 Franklin
121 Franklin
122 Franklin
123 Franklin

Appendix B - Survey Results From Transportation Operator Agencies
Public Survey of Specialized Transportation Service User Needs
Question 14

124 Franklin
125 Franklin
126 Lebanon
127 Franklin
128 Franklin
129 Franklin
130 Franklin
131 Lebanon
132 Lebanon
133 Lebanon
134 Lebanon
135 Warren
136 Lebanon
137 Lebanon
138 Lebanon
139 Lebanon
140 Lebanon
141 Lebanon
142 Lebanon
143 South Lebanon
144 South Lebanon
145 South Lebanon
146 South Lebanon
147 Warren County
148 South Lebanon
149 South Lebanon
150 South Lebanon
151 South Lebanon
152 South Lebanon
153 South Lebanon
154 South Lebanon
155 South Lebanon
156 South Lebanon
157 South Lebanon
158 South Lebanon
159 Lebanon
160 Warren
161 Lebanon
162 Warren
163 Butler
164 Middletown, Ohio
165 Berry Wood
166 Lebanon
167 newtown
168 Batavia
169 Pierce Township
170 serve all of CC
171 anderson
172 Goshen
173 I live in Braxton Parke, but work with individuals all over Clermont County that would benefit greatly through coordination of transportation
174 Williamsburg
175 Miami Township
176 Over-the-Rhine
177 Dent - Green Township
178 Mason
179 Oakley
180 Springboro
181 Middletown
182 Central City - Cincinnati
183 Amberly
184 Campbell
185 Fairfield
186 Franklin
187 Hamilton
188 White Oak, West Side
189 Lebanon
190 Middletown

Appendix B - Survey Results From Transportation Operator Agencies
Public Survey of Specialized Transportation Service User Needs
Question 14

191 Lebanon - my clients live all over Warren County.
192 Fairfield
193 Batavia (SODC)Cincinnati (family residence)
194 45212-1846
195 middletown
196 Business - Blue Ash, Ohio
197 Clifton
198 Amelia
199 Hamilton County
200 Hamilton-Mason
201 My consumers live in West Chester and Liberty Townships.
202 Trenton
203 Eastgate area
204 Western Hills
205 Sharonville
206 Mason
207 Middletown
208 Green Township
209 Kennedy Heights (Cincinnati)
210 Mason
211 Anderson Township
212 butler county
213 West Chester
214 Lebanon
215 Fairfield
216 West side Cincinnati
217 Near Millville in Ross township
218 Fairfield
219 Middletown/Franklin
220 Warren County
221 Deer Park
222 Franklim Township
223 Lebanon
224 Liberty Township
225 Lebanon
226 Our offices are located in Lebanon.
227 Anderson
228 Northside
229 Bethel
230 lebanon
231 Covington
232 Ft. Wright
233 Florence
234 Erlanger
235 alexandria
236 Lakeside Park

Appendix B - Survey Results From Transportation Operator Agencies

Public Survey of Specialized Transportation Service User Needs

Question 15

Public Survey of Specialized Transportation Service User Needs

Optional - comments on this survey

Answer Options	Response Count
	49
<i>answered question</i>	49
<i>skipped question</i>	253

Number	Response Text	Categories
	My husband and I live in Covedale, the west side of Cincinnati, where we have lived in our own home for forty-four years. Being taxpayers, we pay your salary.	
1	The end.	
	Include Routes 1) Kemper Road (one end to the other) 2) Galbraith Road (one end to the other)	
2	3) shopping center circuit between shopping destinations	
	As of now I don't use public transit, but I will probably after my license expires this next time	
3	because I'm not getting mine renewed.	
4	Living in Morrow is hard to get places!	
	Its good and if I ever need it I would use it.	
5	Thanks	
	This survey is too limited. Does not address all the transportation needs for the people living in	
6	a retirement complex.	
	The survey is an excellent way to express one's opinion. Kudos to all the hard working men and women, who put a smile on all the people they serve!	
7	God Bless	
8	Thanks for Caring!!	
	We do not use the transportation services, but when we need it, the Warren County Transit	
9	appears to be adequate.	
10	Need adequate transportation to work	
	Client frustrated with bus service in Middletown - has to wait too long for next bus. Schedule	
11	seems to change from day to day.	
12	do I get paid to complete this survey?	
	Much needed improvements.	
13	Longer ride hours, affordable, evening and weekend hours.	
14	I only use the UTS Service when needed, and I'm pleased with the services they provide.	
15	Looking forward to a change.	
	Happy to have a chance to suggest other options.	
	Especially shopping, for shopping in malls or other stores besides grocery stores.	
	And chances to get out.	
16	Thanks	
17	I don't use public transportation service, but it would help other people that I live with here.	
	I can't be too specific because for now, I can still drive myself. But I don't know for how long I	
18	will be able to.	
	Very informative	
19	WCCS - Always there when needed.	
20	Great Idea	
21	Some day I may need it and I pray it is still available to me.	
22	Good	
23	Sounds good.	
24	Doesn't apply	
	Hard to answer information relating to personal as opposed to agency support. I personally have no transportation issues as I drive and have a reliable car, however, many families I work	
25	with cannot adequately support their families as transportation is so unreliable.	
26	I don't really know what is available, and how to determine eligibility.	

Public Survey of Specialized Transportation Service User Needs

Question 15

Why wasn't this Survey circulated more widely? What makes you think that regular people have a reason to visit your website on a daily basis to find out about topics or opportunity for feedback such as in this survey?

27 Thanks for the opportunity to give my opinion.

We have only used transportation services associated with my son's summer job through Warren Co. Bd of DD as he still attends high school. I see a need in the future for him to have access to local busing transportation for pleasure, work and personal needs to get to appointments etc. since he will likely not be able to drive and needs these services to have a

28 fulfilling life to pursue interests and work.

We have been very lucky, especially in this economic climate in finding folks with disabilities jobs, but then we hit the barrier of finding affordable transportation to and from work. This is a shame when you have someone so willing to work and contribute to their own well being, but

29 cannot get transportation to maintain that employment.

Link NKy and Cincinnati systems.

30 Need a bus stop at Gateway in Boone County.

The lack of adequate transportation is the number one barrier of successful adult outcomes.

Our systems need much improvement. Anything you can do to address this significant need is greatly appreciated.

31 Thank you.

32 We need a public bus system.

I remember doing a survey like this one about 5 years ago and Warren County still lacks a

33 public transportation system.

I appreciate your taking the time to look into this and see where the needs of individuals lie.

By having transportation support individuals with developmental disabilities can become more independent which will make them feel better about themselves and therefore assist in making them an asset to the community and not a burden.

34 Thank you

35 I think it very helpful to me .

Estimates show that 25%+ of Cincinnati residents do not drive, yet public funding at all levels is almost entirely limited to roadways. If public transit was on a level playing field as car

36 transportation, low-income residents such as myself would be much better off!

The people who work at the office at Clermont Transportation are rude and let you know they

37 are doing you a favor. They are not very accommodating.

38 Saw a new piece on the Eastern Corridor and it sounds hopeful... in my lifetime!

Access has proven to be a nightmare. Metro is not accessible to our home or destinations and my son is vulnerable to weather conditions so waiting long periods of time is not safe or healthy. Time is of essence to these people who need extra time to do everything- please do not waste more of it on rides/ waiting for them or waiting to get off them. They could be great employees if we help them this way!!! They could have high self-esteem if they are on time for

39 things. Thanks for asking opinions and listening to the problems!

Our son is still in school and has family who have typically been able to take him, pick him up as needed but as our daughter goes off to college, my work schedule changes and our son gets

40 out of school and into employment or adult day-care, we may require services.

I may have misunderstood the beginning of survey. We only use UTS and they are extremely

41 expensive from where we live wish there was a bus service in our area

42 UTS is extremely overpriced and rides aren't always dependable.

43 I really hope public transportation grows more!

I think it's great that there is transportation available for non-drivers.

All adults should have a way to have medical, daily, and social needs met.

Senior transportation can provide that whether it's going to a doctors appointment, buying

44 groceries, or attending a social event.

Public Survey of Specialized Transportation Service User Needs

Question 15

While the options for our individuals have gotten better over the last several years---affordability is still very much a problem. UTS is the provider able to serve the greatest number of our folks and they have outrageous rates. Transit would be great if it was better able to meet people's needs---but right now very few people are able to use it because of the lack of availability/cooperation from transit and the lack of reliability (timeliness of transit). There are some private providers who can serve some of our individuals via a waiver system but they are

45 often charging rates similar to that of UTS (usually a little cheaper but still very expensive).

46 Very import. Is the streetcar going to be integrated with the bus system?

For the most part, RAMP does a good job in providing transportation. However, rates are too high. As I explained, I, and all disabled riders live on a fixed income. I feel that if rates have to be raised, they should be raised for passengers who ride the regular bus. After all, they make more income, and can afford to pay more. Also, I feel that money is wasted by having routes with 1 or 2 wheelchairs on them, and others with 3 wheelchairs, and 2 or more walkers. Thank

47 you!

We have used LKLP and their reliability was awful. Reliability is most important in servicing

48 those with special needs especially MR.

49 Clients are riding the vans and busses to long. Some are on almost two hours riding one way.



Public Meeting on Specialized Transportation Needs Job Access & Reverse Commute (JARC) and New Freedom

**December 13, 2011
10:00am – 12:00pm
OKI Board Room**

AGENDA

Welcome and Opening Remarks

Overview of The Coordinated Plan – Background and Purpose

2012 Update of The Coordinated Plan – Current Data Review

**Breakout Sessions (Butler County, Clermont County, Hamilton County,
Warren County, Northern Kentucky)**

- **Review and comment on the transportation service area**
- **Identify transportation gaps and needs**
 - **What improvements are needed?**
 - **What are your needs?**
 - **How can transportation be improved?**

Report-Out and Prioritization

Next Steps

*Edwin H. Humphrey
President*

*Mark R. Policinski
Executive Director*

Appendix B

First Name:	Last Name:	Email Address	Organization/Self	How did you find out about today's meeting?	Facebook	Twitter #
Dan	Cory	dan.cory@co.warren.mi.us	Warren Co. Eng. Office	e-mail		
Michael	Auntz	Michael.Auntz@warren.mi.us	Warren Co. Eng. Office	Co-worker		
Tim	Brewer	truckspike54@yahoo.com	Franklin Township	Co worker		
Mike	Fasanello		HCDs	e-mail		
Diana	Mairose	Diana.Mairose@hamiltondds.org	HCDs	e-mail/Co-worker		
Paul	Bellet	Paul.Bellet@chmc.org	CHMC	Co-worker		
Steve	DeHart	Steve.DeHart@dot.state.mi.us	ODOT	e-mail		
Courtney	Schulten	cschulten@chmc.org		Co-worker		
Lisa	Atlick	lanlick@go-metro.com	Metro/Access	email		
Ginny	Backscheider	ginny.backscheider@cityofhillsdale.org	CABVI	co worker		
Beth	Randon	brandon@clermonttrans.com	Clermont Senior Services	co worker / email		
Joanie	Jones	jkjones@butlerdd.org	Butler County DD Services	thru work		
DENISE	BECKER	DBECKEN@SUPERIOR503.COM	SUPERIOR 503	SUPERIOR 503S CENTER DIRECTOR		
David	Gunn	ndgennor@juno.com	NCH Community Services	email		
Josetta	Howard	jtHoward@necommunities.org	SACRAMENTO SNTS.	email		
Bob	Littman	blittman@frustratedbunk.org	Frustrated Bunk	email		
Kochler	Bruce	bkoehler@oki.org	OKI	from my supervisor & co-workers		

Appendix B - Survey Results From Transportation Operator Agencies

Appendix B

First Name:	Last Name:	Email Address	Organization/Self	How did you find out about today's meeting?	Facebook	Twitter #
CARLA	WATKINS	LAKESIDE@BerkshireCountyMA.com	BCRTA			
Joe	Conrill	jconrill@CDS-Asse.com		Email		
Helen	Campbell	hcampbell@cincinnati.com	Franklin Twp. Druiding Dr. Center	Email		
Joseph	Scheets		Staff'rev			
Joe Clary		jclary@go-metro.com	Eveready Riders Metro	email		
Mike Waters	WALSH	mwalsh@clonemaking.com	Clonemaking	email		
Shirley	Barker	fbarker@oki.org	OKI Bay Town North	Staff		
Christy	Morris	mmorris@okifirst.com	BCRTA	Email		
Tim	Bender	tbender@tanbus.org	TANK	email		
Gennie	Baker	ebaker@casdelivers.org	CHSS	email		
Shelly	Velch	shellyvelch@kentwood.org	KWAD	email		
Jeff	Thelen	jeff.thelen@kentwood.org	KWAD	email		
Patricia	Davis	pdavis@kentwood.org	Kentwood	email		
Mark	Wacker	mwacker@kentwood.org	BCRTA	email		
Priscilla	Wacker	pwacker@kentwood.org	Kentwood	email		
Ken	Reich	kreich@kentwood.org	Kentwood	email		

Appendix B - Survey Results From Transportation Operator Agencies

Appendix B

B-73

1. Are there areas in Butler County where specialized transportation is not available to residents, or where transportation should be expanded?

(What population group would that serve? Seniors? People with disabilities? People with limited income? All three groups with special needs?)

- Hamilton
- Oxford
- RTA is countywide but sometimes full or unaffordable.
- Ross/Okeana
- Reily/ Morgan Township

2. Are there destinations Butler County that should be served by specialized transportation -- or served better?

(examples: medical centers, social service agencies, job centers, free stores, shopping areas, etc.)

- Miami University in Oxford
- M.U. connecting all 4 campuses
- Atrium Medical Center-Middletown – which serves Butler Co. Residents
- Mercy – Fairfield
- Cincinnati Financial
- Government service centers, especially now that tight budgets are closing satellite offices. (Middletown welfare office closed in November)
- City of Monroe seeks ways to get people to Monroe jobs in the SR63 corridor.
- Cincinnati Mills
- Medical Centers as they spread out
- VOA area
- Dayton connections
- Many non walkable/ pedestrian friendly areas (busy 4 lane roads)

3. Does specialized transportation need to be improved for travel to places outside of Butler County? What destinations need to be served?

- Hamilton County
- Warren County
- Montgomery County
- Dayton Connections
- “Pill Hill” Cincinnati
- Need inter-county buses, especially in West Chester area and I-75 corridor at the Park n Ride lots.
- Need Park n Rides closer to Hamilton and Middletown (Atrium Medical Center).
- Blue Ash and Mason
- More options in the I-275 corridor
- Middletown North – Montgomery Co.
- Middletown South – Hamilton Co.

4. Are there areas where different transportation services overlap, or where agencies could better coordinate service?

(For example, are there agencies that provide the same types of trips for the same types of users? Is there a need to centralize dispatching or information services?)

- BCRTA tried to centralize, would like to try again w/ info services.

- Should evaluate contracts with private services to determine if some of niche services can go public.
- Seek critical masses to reduce one-user trips, seek more efficiency.
- Contractual services overlap (ex. BCBDD contractors and Medical contractors).
- BCRTA could work with Middletown to maximize use of available fed. transit funds (RTA knows how to generate local match).
- Much medical money goes to LaFleur out of B.C. rather than local services.
- Senior services avoid duplication of medical transport services by subsidizing cost and going into homes.
- Services for day programs (disabled) are a patchwork.
- BCBDD could better coordinate day program services w/ BCRTA.
- Could share maintenance facilities, bulk fuel purchases.

5. What's needed for transportation to serve people better?

- Reliability – daily transport to jobs.
 - Challenge: pairing demand-response, door-to-door service with sustainability.
- Lower fares (\$5 each way is unaffordable for some).
- Wheelchair accessibility
 - Challenge: bus evacuation/ safety and expense and insurance.
- County needs more fixed route services
 - Challenge: takes 3 years to build ridership.
- Weekend service (not available now)
 - Employers such as Kroger and Meijer need weekend services.
- Holiday service
- After hour service for second and third shift workers, such as custodians.

Extended Discussion:

- a) Any comments on the times when transportation is available? (weekends, evenings, correlation to work shifts, frequency of service)*
- Yes to all examples.
 - Guaranteed Ride Home – need more for workers, BCRTA tried to work with Cornerstone.
 - i.e. partial shift, conditional hours (go home if not busy), child illness.
- b) Any suggestions for how agencies might coordinate to improve service? (share maintenance facilities? Share driver training for volunteers? develop 1-stop travel call centers ... with information on all modes and on eligibility requirements?)*
- Share volunteer driver training in coordination with ODOT instruction.
 - Butler County would benefit greatly from a one-stop call center.

- *Challenge: assuring that cabs and other provide contractors are complying with state and federal regs., they consider compliance to be costly, especially insurance.*
 - *Challenge: difficult to audit compliance by private providers.*
 - *Challenge: confusion over jurisdiction and applicability of compliance.*
- c) *Any comments on the transportation needs of people who don't use cars to travel to jobs? Or suggestions for businesses that have employees or customers who don't drive?*
- *They can't afford it*
 - *Service needs to be more reliable*
 - *Services are spread out*
- d) *Any comments on the transportation needs or improvements for people with disabilities who can't use fixed route transit?*
- Guaranteed Ride Home
 - Businesses should take part in planning and coordination for better outreach.
 - Many businesses seem to wait for help
 - Challenge: orientation is jobs then transportation.

Report-Out to Larger Group

Transportation providers and needs represented:

- RTA
- BCDD
- Partners in Prime
- Transit Alliance

Major or Most Frequent Comments on Service Areas:

- Affordability
- More Service
- Reliable Transportation
- Hamilton, Oxford, Ross/Okeana, Reily/ Morgan Township, VOA, County to County

Major or Most Frequent Comments on Other Transportation Needs:

- Affordable, Reliable (jobs)
- Expanded Hours and Days of Service
- Coordination on County Contracts
- Efficiency thru more fixed rates

1. Are there areas in Clermont County where specialized transportation is not available to residents, or where transportation should be expanded?

(What population group would that serve? Seniors? People with disabilities? People with limited income? All three groups with special needs?)

- Opportunities to move from one county to another for employment.
- More limitations on purpose and age.
- Vehicle availability limitations.

2. Are there destinations Clermont County that should be served by specialized transportation -- or served better?

(examples: medical centers, social service agencies, job centers, free stores, shopping areas, etc.)

- No, only limitations due to age w/ Clermont Senior Services: If age is an issue, refer to CTC.

3. Does specialized transportation need to be improved for travel to places outside of Clermont County? What destinations need to be served?

4. Are there areas where different transportation services overlap, or where agencies could better coordinate service?

(For example, are there agencies that provide the same types of trips for the same types of users? Is there a need to centralize dispatching or information services?)

- Yes, due to funding constraints which dictate eligibility.
- Missing element is real time info.
- Solution is possible with additional funding.

5. What's needed for transportation to serve people better?

Report-Out to Larger Group

Transportation providers and needs represented:

- Clermont Senior Services
- Clovernook Center for the Blind services.

Major or Most Frequent Comments on Service Areas:

Appendix B - Survey Results From Transportation Operator Agencies

- Limitations due to age for Clermont seniors.
- Vehicles available.

Major or Most Frequent Comments on Other Transportation Needs:

- How does a provider facilitate move from one county to another county for employment?
- There's a huge need to establish a revenue call center or clearing house familiar with all agency revenues and can better serve or refer provider.

1. Are there areas in Hamilton County where specialized transportation is not available to residents, or where transportation should be expanded?

(What population group would that serve? Seniors? People with disabilities? People with limited income? All three groups with special needs?)

- Some of Green Township
- Springdale (some)
- Montgomery
- Blue Ash
- Evendale
- Sharonville
- Lockland
- Reading
- Milford
- Anderson Township
- Cleves
- Addison
- Miami Township
- Harrison
- Bridgetown
- Forest Park
- Delhi Township
- Northern part of Colerain Township
- Madeira
- Cheviot
- Groesbeck
- Indian Hill
- Mariemont
- Newtown

2. Are there destinations Hamilton County that should be served by specialized transportation -- or served better?

(examples: medical centers, social service agencies, job centers, free stores, shopping areas, etc.)

- Evendale Wal-Mart
- Springdale Shopping Center
- Bethesda North Hospital
- Coney Island
- Kings Island
- Springdale Showcase
- Better service and access to:
 - University Hospitals and all clinics
 - UC Physicians/ Specialists
 - Children's Hospital
 - All satellite locations
- Social Services off in Evendale
- Group Health in Kenwood
- Cincinnati Eye Institute
 - Blue Ash and Satellites
- Jewish Hospital in Kenwood
- Reed Hartman Specialized Care

3. Does specialized transportation need to be improved for travel to places outside of Hamilton County? What destinations need to be served?

- Kings Automall Vicinity/ Fields Ertel
- Kings Island – summer employment
- West Chester – job center (no circulation within location)
- Pierre Foods – i.e. West Chester/Liberty Township (employment hubs or clusters)
- Specialty Physicians who are referred by local institutions
- CUG

- Amazon Warehouse in Hebron near CVG
- Schwan's (1,100 employees)
- Florence area – shopping/ industrial jobs
- St. Elizabeth – 3rd largest hospital in region

4. Are there areas where different transportation services overlap, or where agencies could better coordinate service?

(For example, are there agencies that provide the same types of trips for the same types of users? Is there a need to centralize dispatching or information services?)

- Paratransit – very difficult to impossible to coordinate trips using multiple providers/sources.
- Vehicle Efficiencies?
 - i.e. Goodwill vehicle typically used early in the day – could they be used other times? By others??
- Jewish Vocational Services
 - Use vehicles at night when Metro isn't available.
- Silos of funding typically preclude additional options. i.e. Metro – City of Cincinnati is primary funder, and is difficult for city to expand funding.
- Agencies/ non-profits vehicles aren't public or for anyone to use.
 - Liability issues exist
 - Legal consultant on how vehicles can be used.
- Ex. Some Butler County employers willing to provide van services for pick up/ drop off, but coordination has been and is difficult.
 - More employers are likely willing to do this.

5. What's needed for transportation to serve people better?

- Accessible Taxis
 - Chicago metro is example
 - Not seen as a need/ level of need isn't understood
 - Not required/ or requirements in place
- Better Service Groups – late evenings and better frequencies of services.
- Time of service availability not conducive to needs.
 - Job until 11pm but no transit available.
- Evening and weekend needs
- Revenue commute only at peak hours – need non peak services
- More buses at peak hours
 - To help with break down events or when buses become full!
- Suggestions for coordination
 - Better partnerships with non profits
 - Use similar technologies
 - Sharing maintenance facilities – washing, etc.

- More bike friendly destinations
 - Call center sharing – is it practical? Will providers actually share riders?
 - More transit centers or nodes where transfers can take place!
- Car rental use/ zipcars.
- Grab it program
- Language barriers
- Private nonprofit partnership best for filling needs in some cases
 - Weather conditions at stops
 - Night travel for visually impaired
- Continued increase in demand for this service.

Report-Out to Larger Group

Transportation providers and needs represented:

- n/a

Major or Most Frequent Comments on Service Areas:

- n/a

Major or Most Frequent Comments on Other Transportation Needs:

- n/a

1. Are there areas in Warren County where specialized transportation is not available to residents, or where transportation should be expanded?

(What population group would that serve? Seniors? People with disabilities? People with limited income? All three groups with special needs?)

- Pickup in Springboro and Clearcreek Township
 - Capacity issue for Warren County Transit
 - They do service this area, however when they are booked up they refer to Deardorf who cannot serve that area due to their levy. Those areas do not pay levy taxes to Deardorf.
- Morrow
- Drivers do not assist passengers in need off the bus, but need to.
 - Passengers need to have a family member or somebody else help them on and off the bus, huge inconvenience.

2. Are there destinations Warren County that should be served by specialized transportation -- or served better?

(examples: medical centers, social service agencies, job centers, free stores, shopping areas, etc.)

- Montgomery County – Warren County line.
 - Warrant County Service Center will not cross the line, occasionally Deardorf will.

3. Does specialized transportation need to be improved for travel to places outside of Warren County? What destinations need to be served?

- Dayton/ Kettering – hospitals
 - Transit agency to pick up where they drop off at their boundary to finish the trip.
- Downtown Cincinnati – doctors
- Montgomery County
- North of Hwy 63 considers themselves the Dayton Area
- South of Hwy 63 considers themselves the Cincinnati Area
- Springboro, Franklin and Carlisle rely on MVRPC transit services

4. Are there areas where different transportation services overlap, or where agencies could better coordinate service?

(For example, are there agencies that provide the same types of trips for the same types of users? Is there a need to centralize dispatching or information services?)

- Deardorf is the backup and fills in the gaps
- Great Coordination between two agencies.
- If Warren County service is not available they refer to Deardorf.
- Keep individual call centers.

- Deardorf only has one van – does not need to coordinate maintenance and garage availability.
 - Deardorf researched a year in advance to find the gaps with Warren County Transit and wanted to enhance that service.
- Existing Service satisfies current needs.

5. What's needed for transportation to serve people better?

- Deardorf does not run weekends or after 4pm.
 - Not a big problem
- Unsure on Warren County service hours and accessibility.
- Taking people to work is not feasible for Deardorf.
- Low income residents in KI/ Field Ertel area will walk a few blocks to get to place of employment (restaurants and shopping centers).
- West of Hwy 42 is urban and properly served w/ existing services.
- East of Hwy 42 is rural/ag. and is not in the need of transit.

Report-Out to Larger Group

Transportation providers and needs represented:

- n/a

Major or Most Frequent Comments on Service Areas:

- n/a

Major or Most Frequent Comments on Other Transportation Needs:

- n/a

1. Are there areas in Northern Kentucky where specialized transportation is not available to residents, or where transportation should be expanded?

(What population group would that serve? Seniors? People with disabilities? People with limited income? All three groups with special needs?)

- 5 rural counties in serious need (Carroll, Gallatin, Grant, Owen, Pendleton), more so than 3 urban counties (Boone, Campbell, Kenton).
- Tank provides ADA paratransit services to about half of the 3 urban counties.
- Traditionally, lack of coordinated effort among providers.
 - Starting to meet to seek funding for a coordinated “dispatch” type service and coordinated plan.
 - ADD district is convening group but want group to make decisions.
- Need money to provide service to folks out in the region.
- Huge need is non-emergency – doctors visits, appointments, etc.

2. Are there destinations Northern Kentucky that should be served by specialized transportation -- or served better?

(examples: medical centers, social service agencies, job centers, free stores, shopping areas, etc.)

- Education – Falmouth to NKU for example.
- Medical – Need for getting to Cincinnati “pill hill area” and veterans need to get to the VA in Cincinnati.
- Day Tripper – Door to door for seniors.
- Currently users must contact each provider separately.
- Ideas for Collaboration: Resource Center, Dispatch total coordination.
- Tank has plans to locate new hubs and connect w/ fixed routes.
- Transportation needs will only become greater.
- Airport well served.
- Hebron and Walton are employment areas that are underserved.
- Barbara Steward, Workforce Development w/ add can speak to work.

3. Does specialized transportation need to be improved for travel to places outside of Northern Kentucky? What destinations need to be served?

- VA in Louisville for Carroll, Grant, Gallatin Counties.
- Dialysis transport for South Counties to Boone & Kenton County is large need.
- Metro/ Tank w/ Day Tripper and Paratransit services.
- Need for getting to Cincinnati “pill hill area” and veterans need to get to the VA in Cincinnati.

4. Are there areas where different transportation services overlap, or where agencies could better coordinate service?

(For example, are there agencies that provide the same types of trips for the same types of users? Is there a need to centralize dispatching or information services?)

- A lot of Overlap.
 - 3 Providers serving same client at different rates.
- Federal Funding prohibits use of variety to users.
- Have to tap into a lot of “buckets” to make it work.
- Need to break down barrier w/ funding.
- Late Day and Saturday appointments for medical are a real problem; long treatment, dialysis, etc.
- Better way to limit resources, can't have everything for everyone.
- All funding has been concentrated toward medical trips.

5. What's needed for transportation to serve people better?

- Funding timing for lower 5 counties is different than northern 3 counties.
- Tried to get funding of coordinated service person in last round, funding was cut to each project and couldn't make it work so gave money to SNK. Need that funding.

Report-Out to Larger Group

Transportation providers and needs represented:

- Community Cab
- BAWAC
- Tank
- LKLP

Major or Most Frequent Comments on Service Areas:

- Major need in 5 rural counties coming to 3 urban counties.
- Lack of coordinated plan between providers.
- Limited options outside TANK areas.
- Unscheduled Trips – ex. someone sick needing to go to doctor.
- Breaking down barriers between funding streams.
- Limited weekend and night services – specialized transportation.

Major or Most Frequent Comments on Other Transportation Needs:

- Needs for more transportation to go to Louisville and Cincinnati for Veterans.
- Dispatch Center for persons to call?
- Transportation needs will increase with time because of baby boomers.
- People are moving to less dense areas that do not have service and are asking for services to employment centers (Walton, Hebron).
- Coordination between TANK and Metro??

Prioritization Results from Public Meeting

NOTE: Shaded text is from the form used for prioritization process.

PRIORITIZATION OF SPECIALIZED TRANSPORTATION NEEDS

What county do you represent? _____

Please identify the most important needs with a checkmark. **Use 3 checkmarks – you may place them all on the same item or spread them out.**

Butler	5 responses (6 participants)
Clermont	2 responses (3 participants)
Hamilton	15 responses (17 participants – 1 additional response not counted = checked each except for “other”)
Warren	2 responses (3 participants)
N Ky	4 responses (5 participants)
Total	28 responses (34 participants in small groups by county; 2 additional meeting attendees did not participate in small group discussion or prioritization because attended from state agency or had to leave early due to emergency <i>may send in prioritization</i>)

NOTE: Numbers are the sum of checkmarks to indicate “priority.” Numbers to the left are the total.

Total

- 15 -** Need transportation to be **available to more residents** throughout the county/region (expanded service areas, more coordination between services, easier transfers)
- 2 - Butler
 - Expand to Oxford, Ross, Monroe
 - RTA routes are full - need to expand services
 - 2 – Clermont
 - Knowing what other service can provide what you can't
 - 8 – Hamilton
 - More buses during rush hour
 - Might consider more/better expanded/comprehensive communication about transportation access/availability to target populations
 - County-to-county travel continues to be difficult
 - 1 - Warren
 - 2 - N Ky

Total

9 - Need transportation to provide users access to more destinations

- 1 – Butler
General expansion to various business destinations
- 0 - Clermont
- 5 – Hamilton
More extensions during rush hour
From Hamilton County to suburbs and other areas that have hubs of jobs;
health care providers; recreation
- 2 – Warren
Major medical centers in Cincinnati and Dayton
- 1 - N Ky

10 - Need transportation to operate on a different schedule (more frequently, late nights, weekends, coordinated with work shifts)

- 1 – Butler
Need weekends and holiday transport for jobs
- 0 - Clermont
- 7 – Hamilton
More frequently, late nights weekends, coordinated with work shifts,
overnight shifts
More frequently
- 2 - Warren
All during day and no weekend
- 0 - N Ky

9 - Need transportation fares to be more affordable

- 4 – Butler
People cannot afford current fares
- 0 - Clermont
- 5 - Hamilton
Cheaper trips
I'm sure this is a concern for some individuals, however, if the transportation
were FIRST AVAILABLE, a secondary concern would be to address
affordability
- 0 - Warren
- 0 - N Ky

Total

7 - Need transportation to better serve people for travel to/from jobs

- 3 – Butler
 - Available job trips
 - With reliability
 - No reliability – no evening or weekend service
- 1 – Clermont
 - Access evaluation prior to transport to better serve
- 2 - Hamilton
 - Earlier and later around the day
- 1 - Warren
- 0 - N Ky

8 - Need transportation to better serve people who need assistance with travel (thru-the-door service, personal escort, assistance to enter/exit vehicles)

- 1 - Butler
- 1 – Clermont
 - Access evaluation prior to transport to better serve
- 5 – Hamilton
 - Particular expanded needs for low income elderly; disabled for health care services and social services
 - Aging population is going to continue to increase – need is going to continue to increase
 - Seniors needing assistance, great or small
- 0 - Warren
- 1 - N Ky

12 - Need transportation to better serve people who use wheelchairs or have disabilities

- 1 – Butler
 - Only can serve 2-3 people per vehicle – often full – need to expand
- 1 - Clermont
 - Limited access for over-weight-limit scooters and customer who is obese
- 10 – Hamilton
 - More accessible taxi cabs
- 0 - Warren
- 0 - N Ky

Total

14 - Need transportation service improved by **more coordination among providers**

2 – Butler

Coordinate county contacts

I can see benefits of coordination but will be difficult due to missions/goals/philosophies

1 - Clermont

3 - Hamilton

0 - Warren

8 - N Ky

So many providers and regulations – need to be able to guide clients to best transportation solutions. Need to improve efficiency

0 - **Other**

0 - Butler

0 - Clermont

0 - Hamilton

The more services for all people we provide, the better off marginalized populations will be. I'd love to see zip cars serve PWDs and *Task Rabbit* programs aid the needs of elderly PWDs.

Look at taxis willing to take vouchers or to service short trips within consumer's neighborhood

0 - Warren

0 - N Ky

APPENDIX C
Table AC-1
Transportation Services – 2011 OKI Inventory

Agency Name	Agency Type	Primary Type of Transportation User			Trips to...									
	Private with accessible vehicle (P) or Social Service Agency (S)	Elderly	Disabled	Low Income	Medical	Work	School	Social Agency	Adult Day Care	Job Training	Grocery	Life Maintenance	Social/Entertainment	General
Abilities First	S		√		√	√	√	√	√	√	√	√	√	
American Red Cross, Butler Co.	S	√	√	√	√									
BAWAC, Inc.	S		√			√			√				√	
Cincinnati Area Senior Services	S	√			√			√	√		√	√	√	
Clermont Counseling Center, Inc.	S		√			√		√		√	√	√		√
Clermont Senior Services, Inc.	S	√			√			√	√		√	√	√	
Clovernook Center for the Blind and Visually Impaired	S		√		√	√					√	√	√	
Colonial	P	√					√				√	√	√	√
Deardoff Senior Center / Franklin Twp. Senior Bus	P	√	√		√	√	√	√	√		√	√	√	√
ITN Greater Cincinnati	S	√	√		√	√	√	√	√	√	√	√	√	√
Jewish Community Center of Cincinnati	S	√	√								√	√	√	√

Agency	Agency Type	Primary Type of Transportation User			Trips to...									
		Senior	Disabled	Low Income	Medical	Work	School	Social Agency	Adult Day Care	Job Training	Grocery	Life Maintenance	Social/Entertainment	General
The Marielders	S	√			√						√	√	√	√
Middletown Area Senior Citizens	P	√			√	√				√	√	√	√	
North College Hill Senior Center	S	√						√			√		√	
Oxford Seniors	S	√	√		√	√		√	√	√	√	√	√	√
Partners in Prime	P	√			√			√	√		√	√		
Senior Services of Northern Kentucky	S	√	√		√	√		√	√		√		√	√
Stepping Stones Center	S		√					√	√			√	√	√
Sycamore Senior Center	S	√			√			√			√			
Talbert House	P		√		√	√		√						
Towne Taxi	P	√	√	√	√	√	√	√	√	√	√	√	√	√
Warren Co. Board of MR/DD	S		√			√								
Warren Co. Community Services Inc.	S	√	√	√	√						√	√	√	
Wesley Community Services	P	√	√		√	√				√				

Table AC-2. Services per Agency Provider (surveyed agencies only)

Agency	Types of Transportation Services Provided						Times when Service is Available			
	Fix-Rt & Schedul	Door to Door	Thru the Door	Demand Response	Same Day	Next Day	Weekday	Weekend	P.M.	24/7
Abilities First	√	√	√				√	√	√	√
American Red Cross, Butler County		√					9AM - 3PM			
BAWAC, Inc.	√	√				√	7AM - 5:30			
Cincinnati Area Senior Services	√	√				√	8:30 to 4:30	Some limited evenings and weekends with advance planning		
Clermont Counseling Center, Inc.		√		√			7 AM to 6 PM	As needed by appoint.	6 PM to 10 PM	
Clermont Senior Services, Inc.		√	√	√	√	√	8 a.m. to 5 p.m.	Weekend, early morning and evening service based on need & availability; all requests reviewed for availability.		
Clovernook Center for the Blind and Visually Impaired			√				√	Occasionally weekends or evenings		
Colonial		√	√		√	√	√	some		
Deardoff Senior Center/Franklin Twp. Senior Bus	√	√	√			√	√	by request & approv'l	by request & approv'l	
ITN Greater Cincinnati			√		√	√		√	√	√
Jewish Community Center of Cincinnati	√	√		√	√		√	√	√	
Marielders, The		√				√	9:15 - 4:00			
Middletown Area Senior Citizens		√		√			√			
North College Hill Senior Center		√			√		√			

Agency	Types of Transportation Services Provided						Times when Service is Available			
	Fix-Rt & Schedul	Door to Door	Thru the Door	Demand Response	Same Day	Next Day	Weekday	Weekend	P.M.	24/7
Oxford Seniors		√	√		√	√	√	√		
Partners in Prime				√			√			
Senior Services of Northern Kentucky		√	√	√	√	√	√			
Stepping Stones Center		√		√	√		Part of Day Programming /8AM - 3PM			
Sycamore Senior Center		√					For apptmnts from 8:30-2:00			
Talbert House				√						√
Towne Taxi	√	√		√	√	√				√
Warren Co. Board of MR/DD				√			√			contra cted
Warren Co. Community Services Inc.		√	√	√	√	√	7AM - 6PM (earlier or later trips as scheduled)			
Wesley Community Services		√	√	√	√		4AM - 9PM	Saturda ys 4AM- 9PM		

Table AC-3. Areas Served by Agency Providers

Agency	1-way trips / month	Geographic Service Area						
		Butl. Co.	Cler. Co.	Ham. Co.	War. Co.	N. Ky. Co.s	Outsd. Reg.	Part of county that is served
Abilities First	130	All		All	All		√	
American Red Cross, Butler County	5	Part						Middletown, Monroe, Trenton; Lemon & Madison Twp.
BAWAC, Inc.	3,600					All	√	
Cincinnati Area Senior Services	3,900			Part				Within I-275 beltway & west
Clermont Counseling Center, Inc.	149			All				
Clermont Senior Services, Inc.	240		All					
Clovernook Center for the Blind & Visually Impaired	40-50	All	All	All	All	All	√	
Colonial	400	All		Destinations				Hamilton area in Butler Co.
Deardoff Senior Center/Franklin Twp. Senior Bus	10	Destinations			Part		√	NE Warren Co. / Franklin, Carlisle, Franklin Twp. (boundaries: SR 725 on N, SR 63 on S, SR 741 on E, Rt. 4 on W)
ITN Greater Cincinnati	300		Part	Part				Within I-275 loop in Ohio
Jewish Community Center of Cincinnati	2,600			Part				Amberley, Edgemont, Golf Manor, N. Avondale, Roselawn; limited service in other communities
The Marielders	200			Part				Fairfax, Madison Place, Mariemont, Plainville, Terrace Park
Middletown Area Senior Citizens		Part						City of Middletown
North College Hill Senior Center	250			Part				College Hill, Finneytown, Mt. Healthy, N. College Hill, Springfield Twp, some of western Hamilton Co.
Oxford Seniors	500	Part						Oxford & Oxford Twp; trips to Hamilton by appointment
Partners in Prime	1,350	Part						Southern portion, excluding Monroe
Senior Services of Northern Kentucky	1,600 - 2,000					All	√	
Stepping Stones Center	na	Destinations	All	All	Destinations	Destinations		
Sycamore Senior Center	850-900			Part				N & NE Hamilton Co.; destinations may include other areas in the county
Talbert House	Varies	All	All	All	All			
Towne Taxi Inc.	1200+	All	All	All	All	All	√	
Warren Co. Board of MR/DD	4,600				All			
Warren Co. Community Services Inc.	500	Destinations	Destinations	Destinations	All		√	
Wesley Community Services	2,500	All	All	All				

Abilities First

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

Abilities First is committed to providing comprehensive services and quality care to each child and adult with special needs to put their abilities first. The agency provides integrated childcare, occupational, physical and speech therapy, residential care through two ICF/MR and five group homes, employment services, and an autism preschool.

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

24/7 everyday as needed

Type of Service Provided

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

Eligibility Requirements

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

Fares

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

1-Way Trips per Month

130

Type of Trips Provided

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

Abilities First

Transportation Service Area

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



Destinations or Areas Served Most Frequently

Butler and Warren Counties

Contact: Roger Smith

Phone: (513) 423-9496

American Red Cross, Butler County Office

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

The American Red Cross is a humanitarian organization, led by volunteers, that provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies.

Types of specialized transportation users served

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

Time that Service is Provided

9AM – 3PM Monday - Friday

Type of Service Provided

Door-to-door service

Eligibility Requirements

Residents of Middletown, Monroe, or Trenton; and ability to get in and out of the car independently; cannot accommodate wheelchairs.

Fares

No

1-Way Trips per Month

5

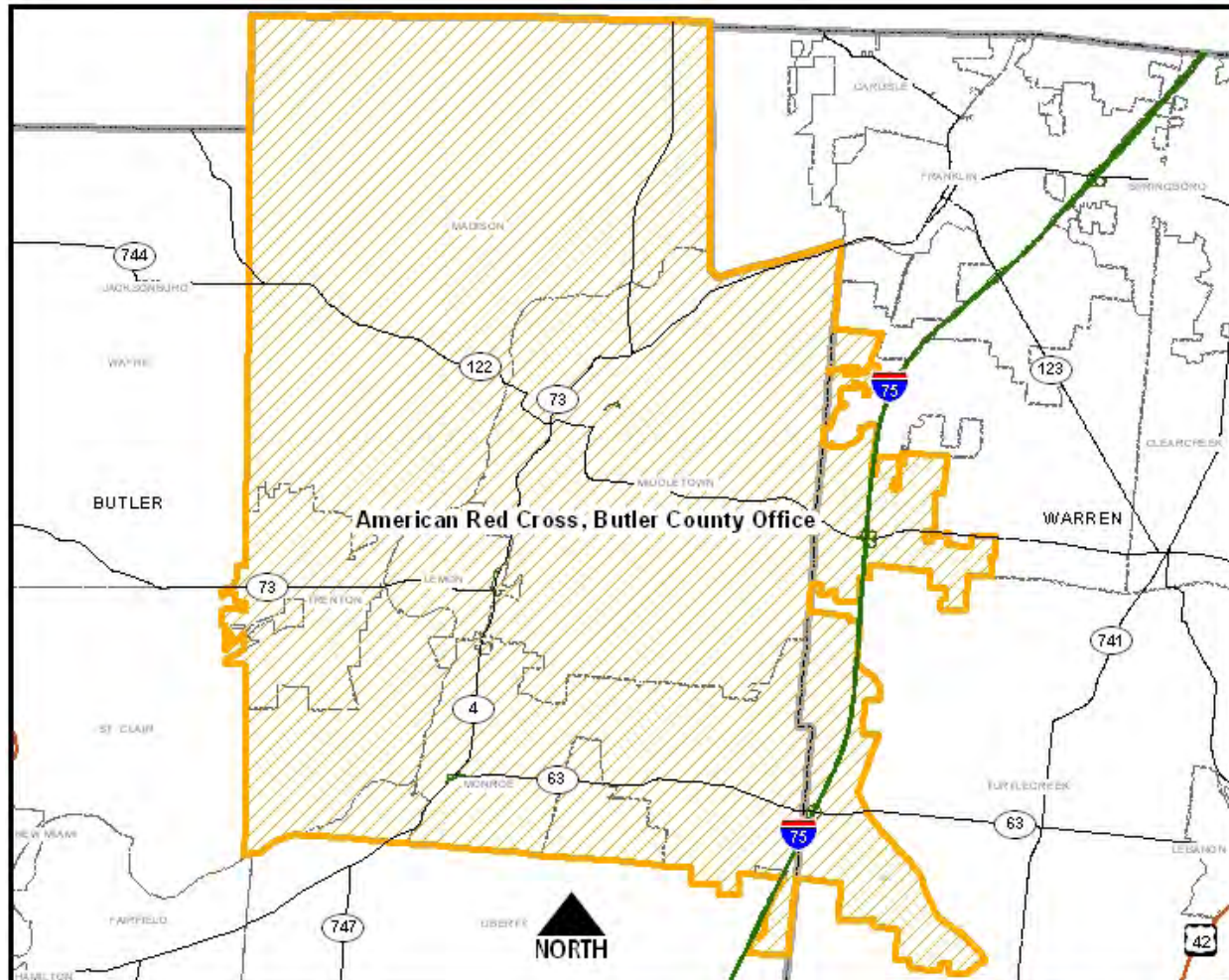
Type of Trips Provided

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

American Red Cross, Butler County Office

Transportation Service Area

Middletown, Monroe, and Trenton; Lemon and Madison Townships (for transportation to medical appointments – the agency's other services are available to all of the county's residents).



Destinations or Areas Served Most Frequently

Local hospitals, physicians, and medical offices in the Springboro area

Contact: Christine A. Birhanzi

Phone: (513) 340-7009

BAWAC, Inc.

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

To develop and maximize the vocational potential and quality of life of adult persons with disabilities or other barriers to employment, through the flexible integration of counseling, vocational evaluation, life and work skills training, job placement, support services, and employment in a therapeutic or community-based remunerative work environment.

Types of specialized transportation users served

People that have mental or physical disabilities

Time that Service is Provided

7AM – 5:30 PM Monday - Friday

Type of Service Provided

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

Eligibility Requirements

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

Fares

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

1-Way Trips per Month

3,600

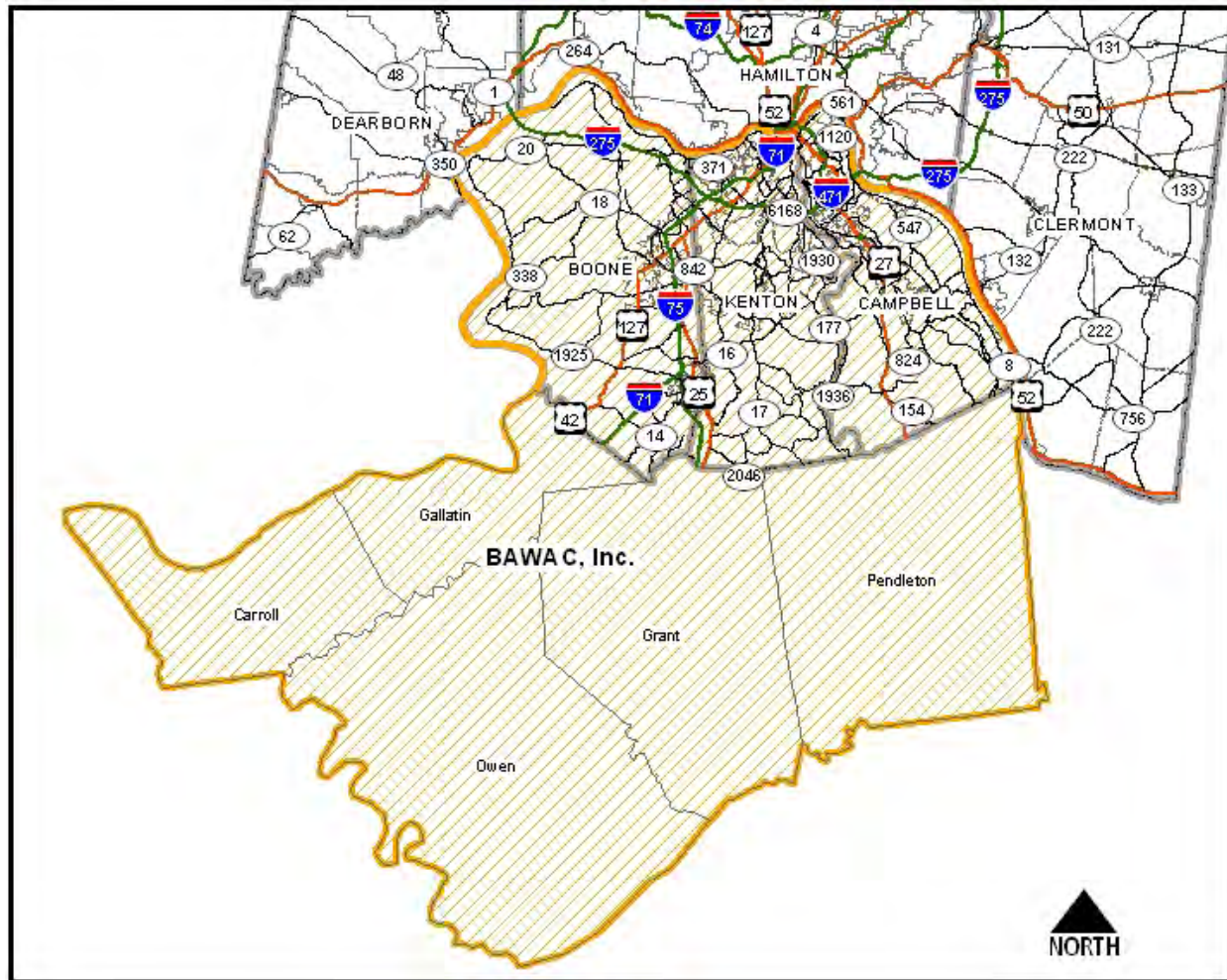
Type of Trips Provided

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

BAWAC, Inc.

Transportation Service Area

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



Destinations or Areas Served Most Frequently

Boone, Campbell, and Kenton Counties

Contact: Ken Schmidt

Phone: (859) 371-4410

Butler County Regional Transit Authority (BCRTA)

Type of Transportation Provider: Transit agency

Agency mission statement or general description of services

To support Butler County's quality of life and economic development through public transportation solutions.

Services:

Park-and-Ride Job Shuttle
In-town/Shopping Shuttle
Medical Shuttle
Middletown-Hamilton Shuttle
Middletown-Oxford Shuttle
Group Shuttle On-Demand
Curb-to-Curb Agency Contracts

Any general public trip request with associated fare.

Types of specialized transportation users served

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

Time that Service is Provided

Weekdays and evenings; provides 24/7 if service required by contract

Type of Service Provided

- 1) Deviated fixed route shuttles between Middletown-Hamilton and Middletown-Oxford
- 2) Door-to-door service that is demand response; same-day or next-day service

Eligibility Requirements

Open to the general public with the correct fare.

Fares

Demand-response: based on zone of travel

Job shuttle: \$5 per 1-way trip Middletown/Hamilton; \$2 per 1-way trip Middletown/Oxford

Shopping shuttles for Hamilton and Fairfield: \$4 per round trip

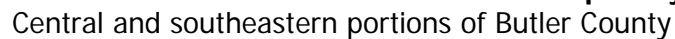
1-Way Trips per Month

4,200

Type of Trips Provided

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

Butler County and surrounds for the general public; also area as required by agency contracts
OKI Plan: southeastern portion of Butler County



Phone: (513) 785-5226

Cincinnati Area Senior Services

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

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

Vision:

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

Types of specialized transportation users served

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

Time that Service is Provided

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

Type of Service Provided

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

Eligibility Requirements

Age 60 and older

Fares

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

1-Way Trips per Month

3,900

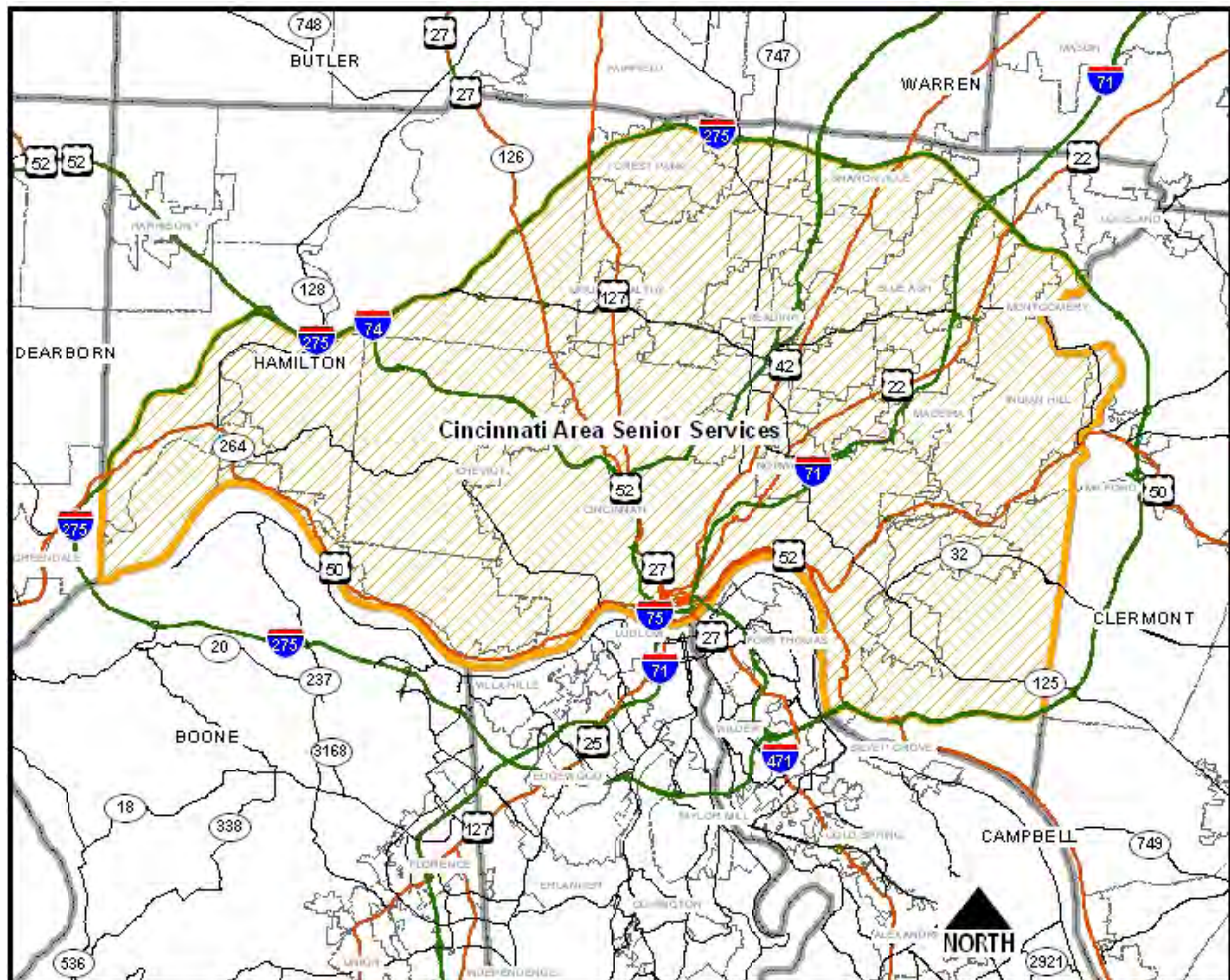
Type of Trips Provided

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

Cincinnati Area Senior Services

Transportation Service Area

Hamilton County within the I-275 beltway and west



Destinations or Areas Served Most Frequently

Grocery stores, Doctors offices

Contact: Tracey Collins

Phone: (513) 721-4330

Clermont Counseling Center, Inc. dba LifePoint Solutions

Type of Transportation Provider: Social service agency; private/commercial provider with handicapped accessibility

Agency mission statement or general description of services

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

Types of specialized transportation users served

People that have mental health disabilities

Time that Service is Provided

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

Type of Service Provided

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

Eligibility Requirements

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

Fares

None

1-Way Trips per Month

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

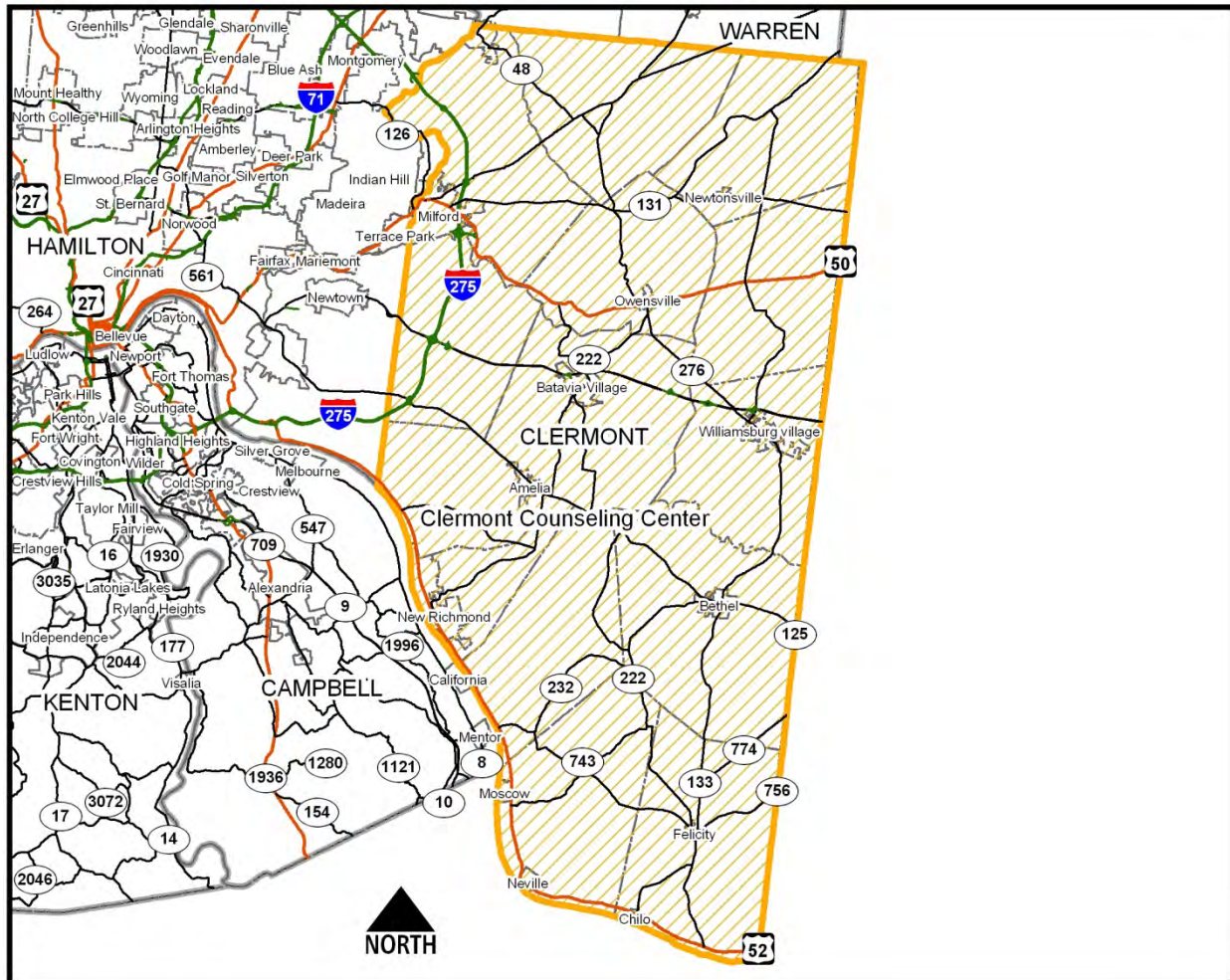
Type of Trips Provided

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

Clermont Counseling Center, Inc.dba LifePoint Solutions

Transportation Service Area

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



Destinations or Areas Served Most Frequently

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

Contact: Joyce Weddle

Phone: (513) 947-7120

Clermont Senior Services, Inc.

Type of Transportation Provider: Social service agency/ Private/commercial provider with handicapped accessibility

Agency mission statement or general description of services

To improve the quality of life for older adults by providing a broad range of home and community based services, enabling them to remain as active and independent as possible

Types of specialized transportation users served

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

Time that Service is Provided

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

Type of Service Provided

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

Eligibility Requirements

Clermont County resident and age 60 and older

Fares

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

1-Way Trips per Month

240

Type of Trips Provided

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

Clermont Transportation Connection (CTC)

Type of Transportation Provider: Transit agency

Agency mission statement or general description of services

Provide public demand response service to all of Clermont County and parts of Hamilton County; and also provide 2 express routes from Clermont County into Downtown Cincinnati

Types of specialized transportation users served

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

Time that Service is Provided

Weekdays and weekends

Type of Service Provided

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

Eligibility Requirements

- Public service is open to anyone
- Medicaid clients must be approved by the Clermont Department of Jobs and Family Services

Fares

Base fare of \$4.75

1-Way Trips per Month

3,000

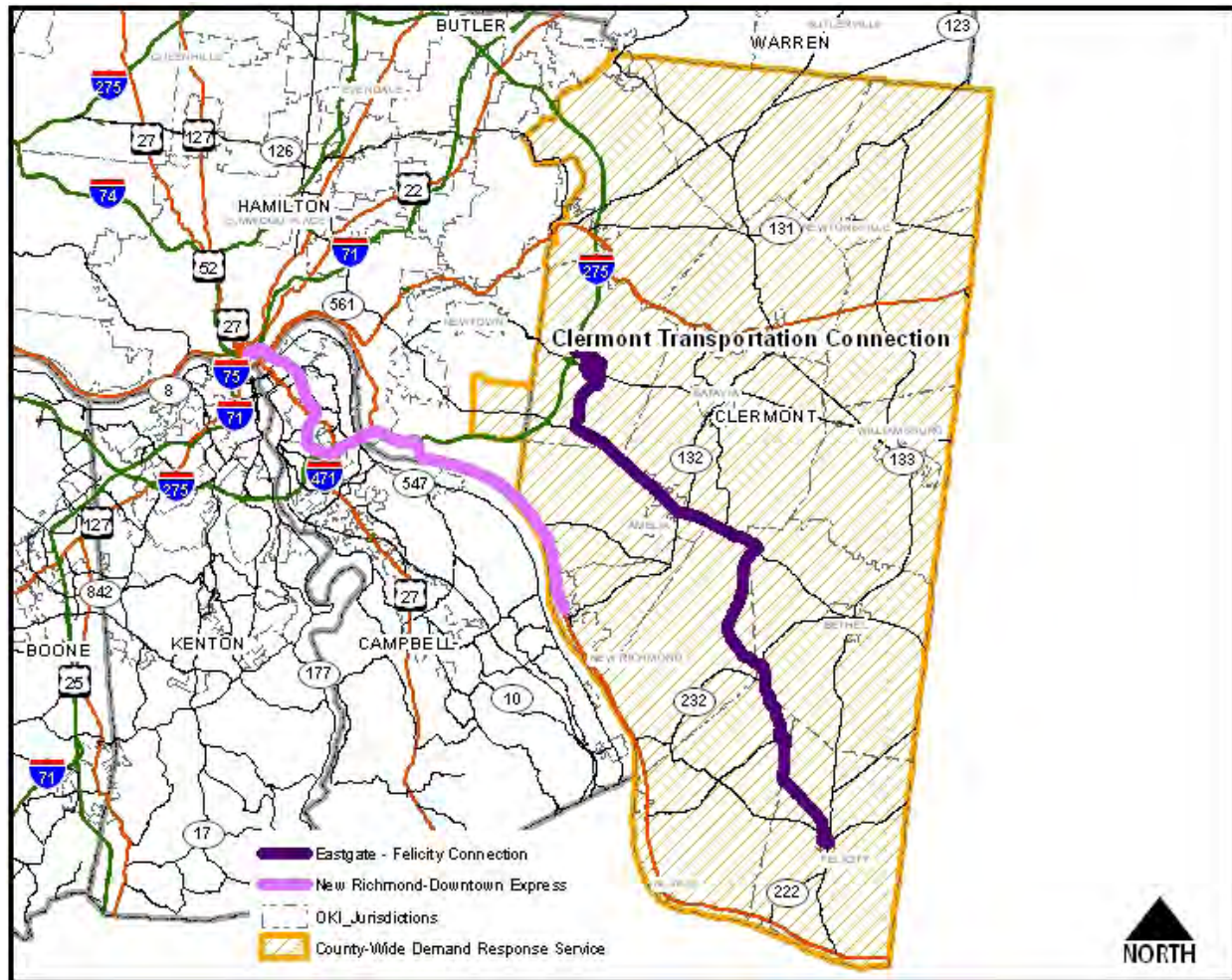
Type of Trips Provided

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

Clermont Transportation Connection (CTC)

Transportation Service Area

- Public Service: All of Clermont County and parts of Hamilton County
- Medicaid Service: Clermont and Hamilton Counties in the OKI Region; Brown County outside the OKI Region



Destinations or Areas Served Most Frequently

Medical and Downtown Cincinnati

Contact: Ben Capelle

Phone: (513) 732-7577

Clovernook Center for the Blind and Visually Impaired

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

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

Types of specialized transportation users served

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

Time that Service is Provided

Weekdays; occasionally weekends or evenings

Type of Service Provided

Through-the-door to through-the-door service; volunteer transportation requires two weeks advance notice

Eligibility Requirements

Blind or visually impaired

Fares

None

1-Way Trips per Month

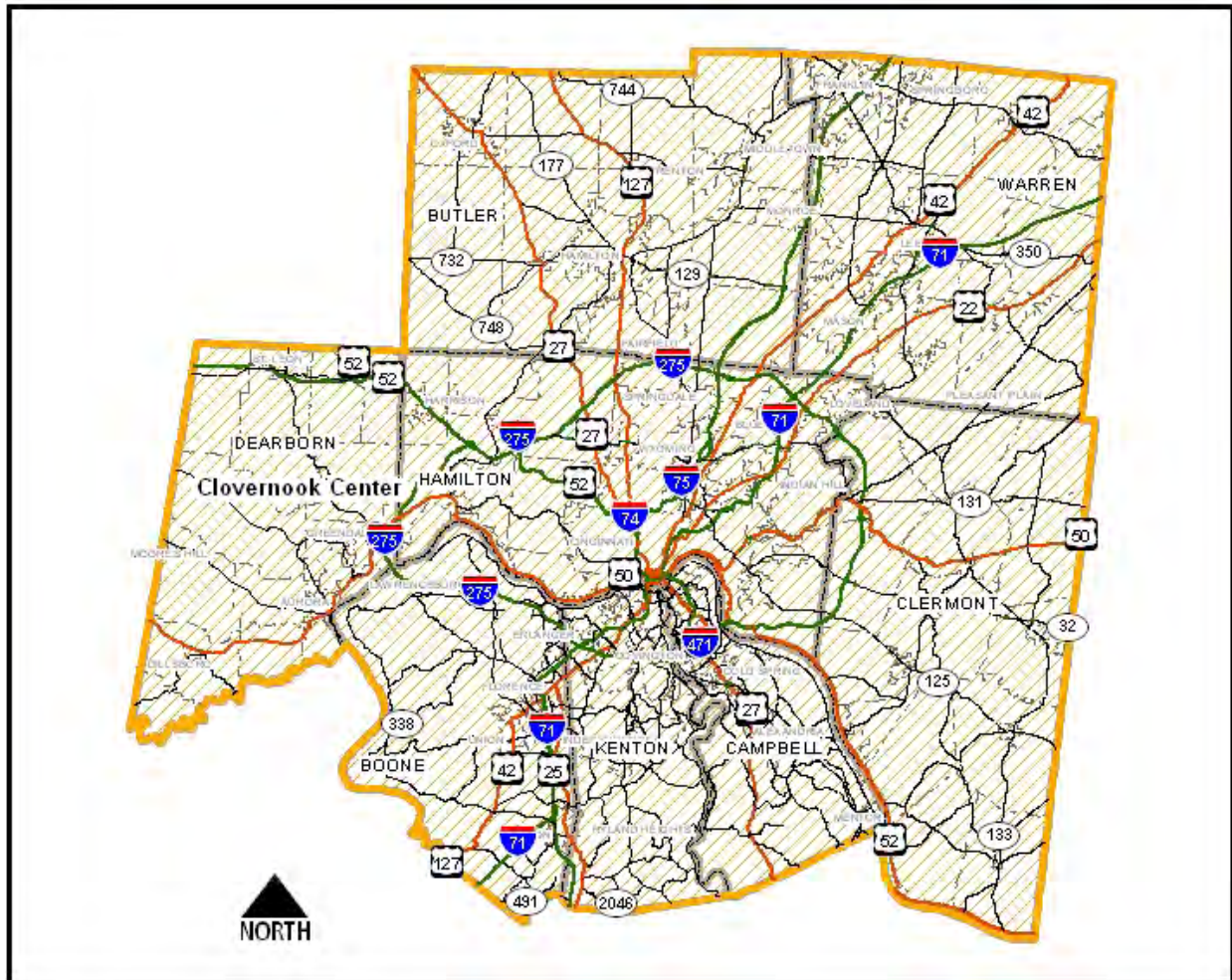
40-50

Type of Trips Provided

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

Clovernook Center for the Blind and Visually Impaired

Transportation Service Area
All counties in the OKI Region



Destinations or Areas Served Most Frequently
Hamilton County

Contact: Mike Walsh

Phone: (513) 522-3860, ext. 2250

Colonial

Type of Transportation Provider: Private/commercial provider with handicapped accessibility

Agency mission statement or general description of services

To encourage active living, inspire lifelong learning, and provide services and leadership to strengthen our community

Types of specialized transportation users served

People that are elderly

Time that Service is Provided

Weekdays; some weekends

Type of Service Provided

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

Eligibility Requirements

Must be a resident, former rehab resident, or member of Colonial organization or club or another Colonial affiliation

Fares

Yes

1-Way Trips per Month

400

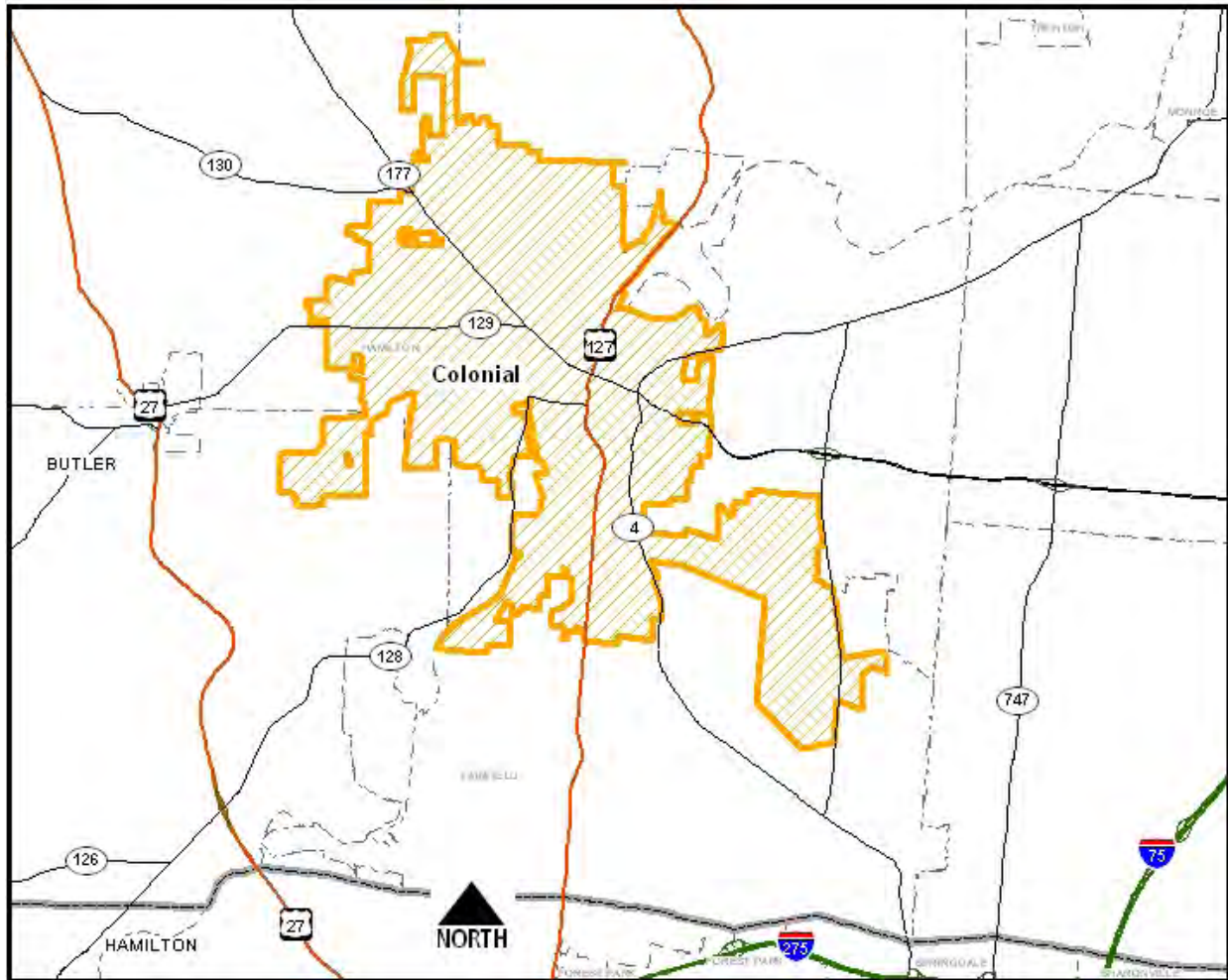
Type of Trips Provided

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

Colonial

Transportation Service Area

City of Hamilton, with destinations in Butler and Hamilton Counties



Destinations or Areas Served Most Frequently

Doctors' offices in Butler County; social activities in Butler and Hamilton Counties

Contact: Ed Giuliano

Phone: (513) 785-4750

Deardoff Senior Center/ Franklin Township Senior Bus

Type of Transportation Provider: Social service agency; private/ commercial provider with handicapped accessibility

Agency mission statement or general description of services

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

Types of specialized transportation users served

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

Time that Service is Provided

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

Type of Service Provided

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

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

Eligibility Requirements

Age 60 and over; or disabled with a documented disability

Fares

No

1-Way Trips per Month

10

Type of Trips Provided

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

Deardoff Senior Center/ Franklin Township Senior Bus

Transportation Service Area

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

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



Destinations or Areas Served Most Frequently

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

Contact: Mildred J. Brown/ Helen Campbell

Phone: (937) 743-8100

ITN Greater Cincinnati (Independent Transportation Network)

Type of Transportation Provider: Independent non-profit organization

Agency mission statement or general description of services

To support a sustainable, community-based, community-supported, economically viable, and consumer-oriented, quality transportation service for seniors and visually impaired adults in the greater Cincinnati community

Types of specialized transportation users served

People that are elderly or are visually impaired

Time that Service is Provided

24 hours per day, 7 days a week, 365 days per year

Type of Service Provided

Through-the-door to through-the-door service; same-day and next-day service; arm-through-arm service and carrying packages are also provided

Eligibility Requirements

We are a membership-based organization. Seniors 60 years of age and over and adults that are visually impaired

Fares

Membership: \$75 per year

Rides: \$3.50 for the pick-up plus \$1.25 per mile ridden

1-Way Trips per Month

300

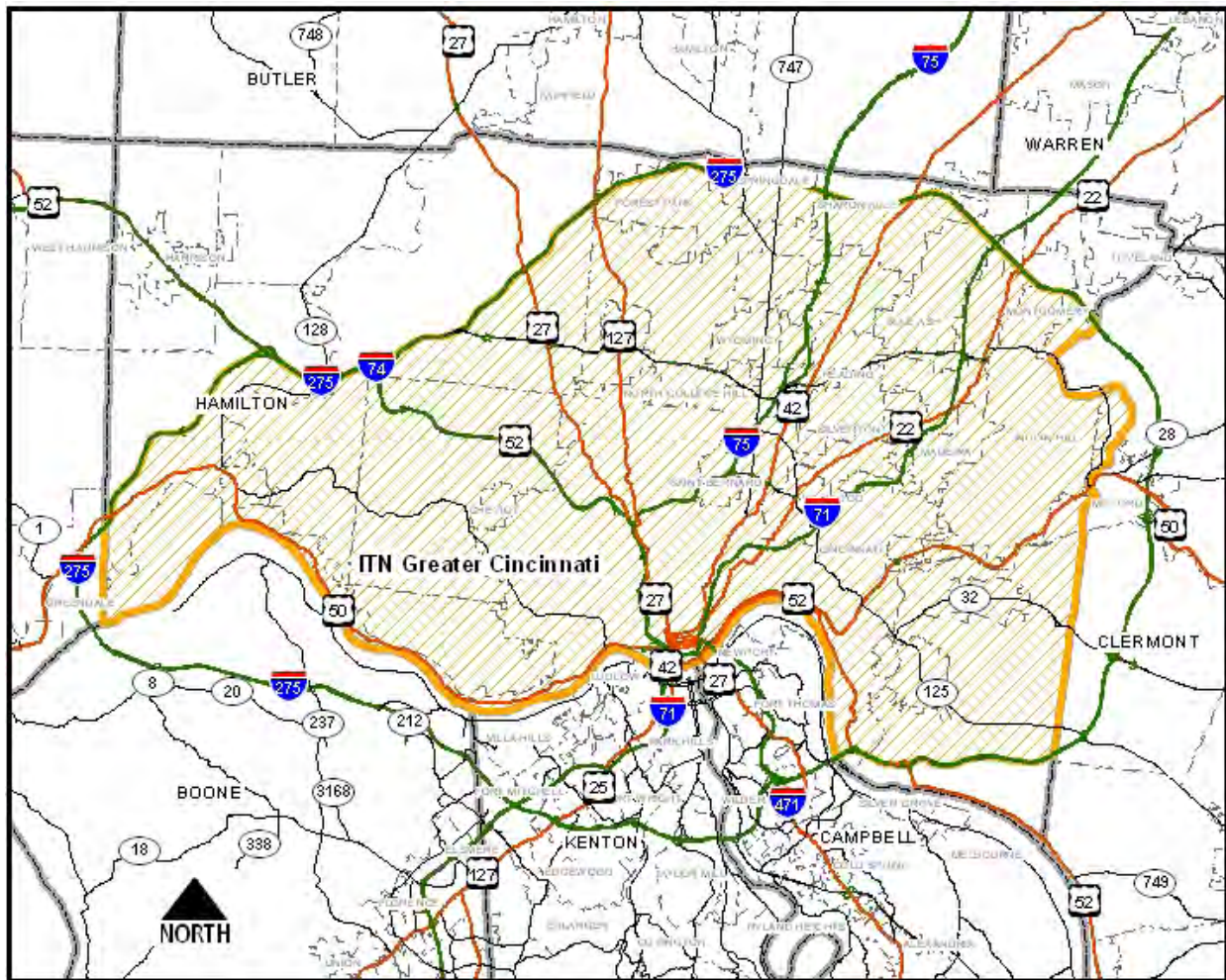
Type of Trips Provided

✓	General transportation	✓	Places of employment
✓	Transit agency	✓	Job training
✓	Residential/home service	✓	Grocery shopping
✓	Nursing homes, retirement centers, senior centers	✓	Other life maintenance: shopping, post office, banking
✓	Social service agencies/organizations	✓	Social or entertainment
✓	Medical transportation	✓	School
✓	Adult day care	✓	Other: Rides are provided for any ride purpose within the service area

ITN Greater Cincinnati (Independent Transportation Network)

Transportation Service Area

Within the I-275 loop in Ohio; expansion into Northern Kentucky anticipated throughout 2012



Destinations or Areas Served Most Frequently

Medical appointments, grocery stores and other consumer-related outings

Contact: Nancy Schuster

Phone: (513) 559-2856

Jewish Community Center of Cincinnati

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

The Center's Senior Adult Services is a multi-service program designed to help maintain independence and to improve the quality of life for seniors in the community. This program directly responds to our mission and the goals as we provide many services in an effort to help seniors achieve independence and a higher quality of life.

Types of specialized transportation users served

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

Time that Service is Provided

Weekdays, weekends, and evenings

Type of Service Provided

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

Eligibility Requirements

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

Fares

Request donation of \$3 from seniors

1-Way Trips per Month

2,600

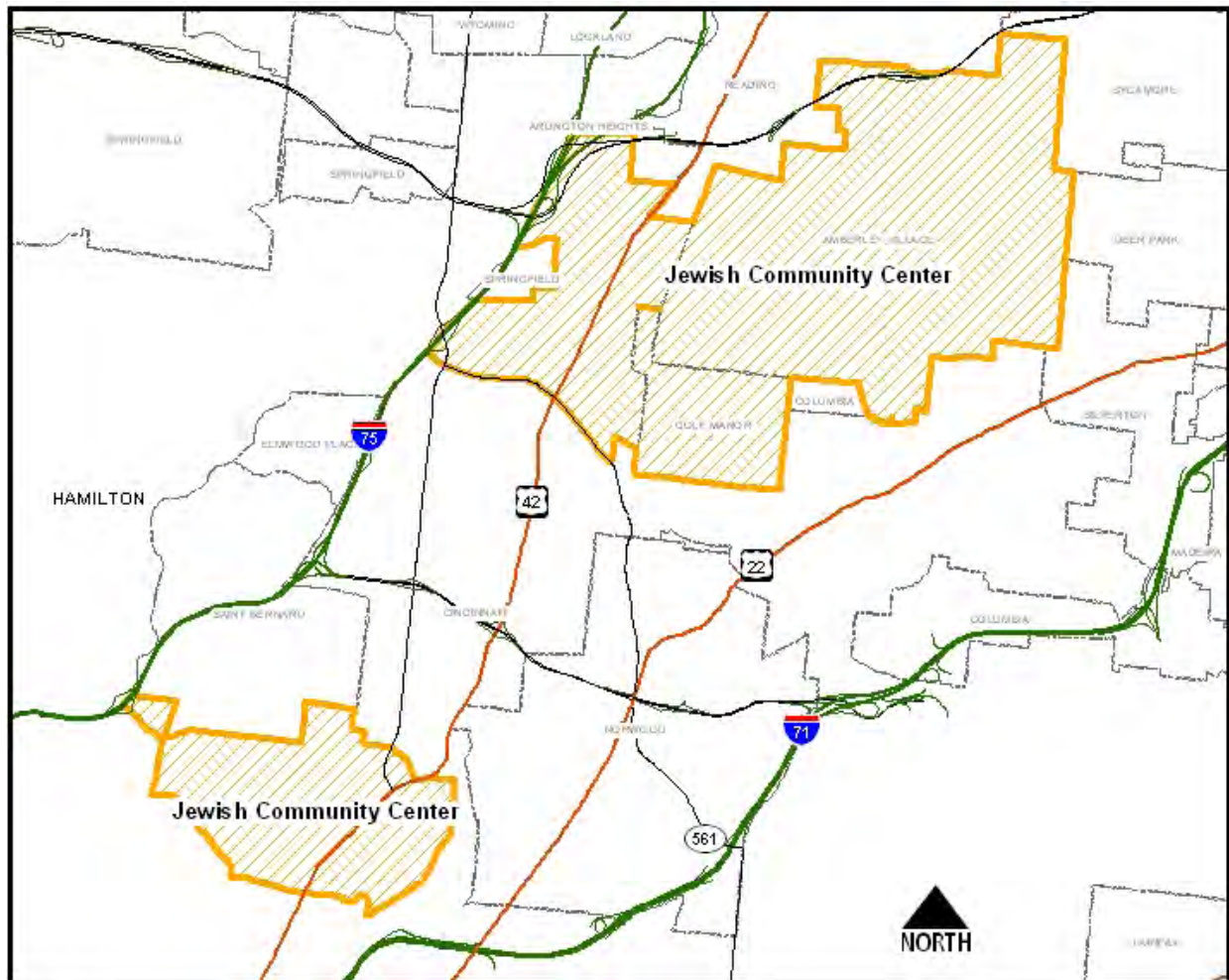
Type of Trips Provided

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

Jewish Community Center of Cincinnati

Transportation Service Area

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



Destinations or Areas Served Most Frequently

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

Contact: Tsipora Gottlieb

Phone: (513) 761-7500 ext. 253

Marielders (The Marielders, Inc.)

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

To provide services and activities to area residents ages 55 and older so they may remain independent in their own homes and active members in the community.

Types of specialized transportation users served

People that are elderly (Ages 55 and older)

Time that Service is Provided

9:15 A.M. – 4 P.M., Monday - Friday

Type of Service Provided

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

Eligibility Requirements

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

Fares

None; donations accepted

1-Way Trips per Month

200

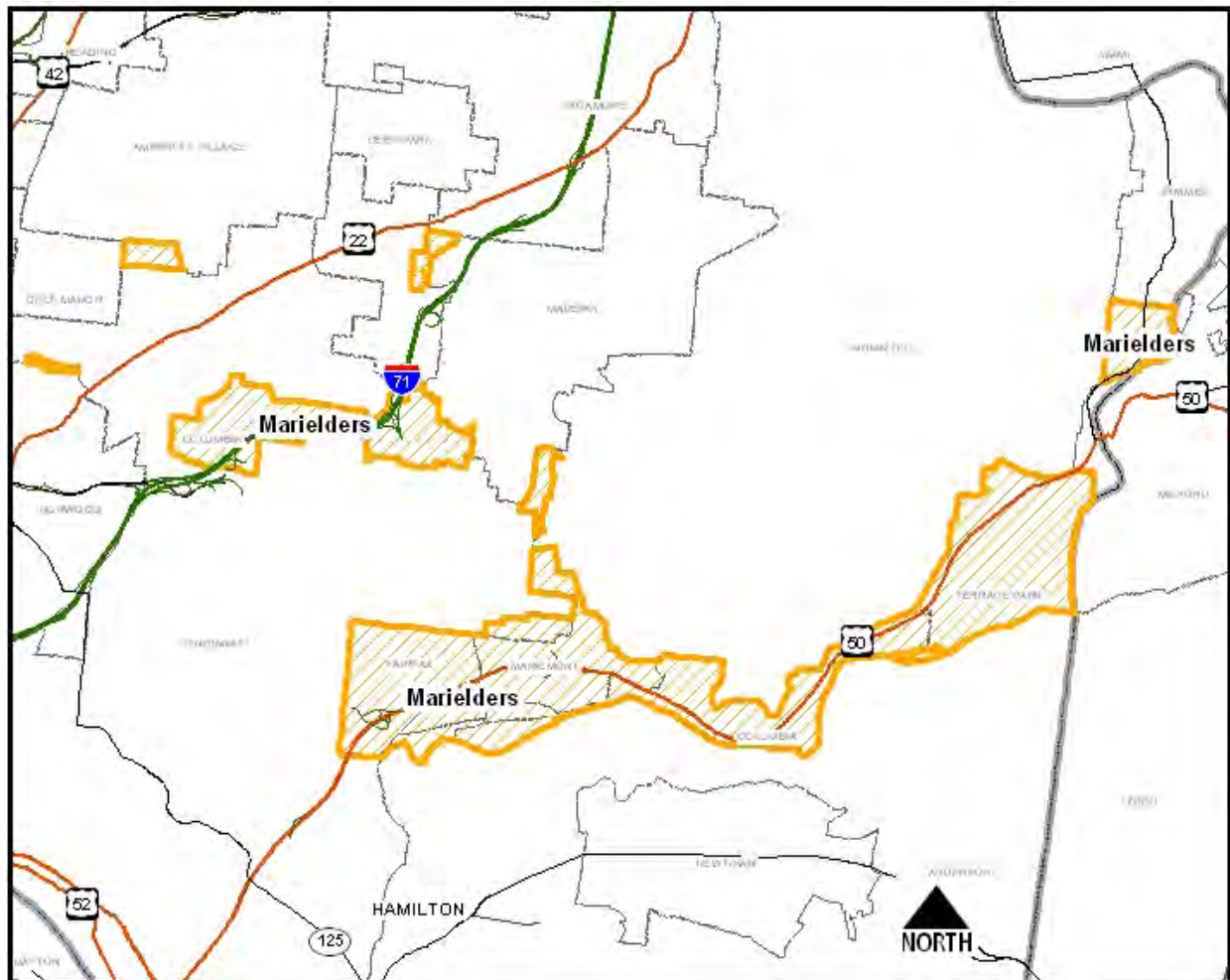
Type of Trips Provided

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

Marielders (The Marielders, Inc.)

Transportation Service Area

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



Destinations or Areas Served Most Frequently

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

Contact: Barb Anderson

Phone: (513) 271-5588

Middletown Area Senior Citizens, Inc – Senior Express

Type of Transportation Provider: Private/commercial provider with handicapped accessibility

Agency mission statement or general description of services

Middletown Area Senior Citizens, Inc. provides diverse enrichment and supportive service opportunities that enhance the quality of life for the older adults the agency serves. Senior Express is a division of Middletown Area Senior Citizens, Inc. and provides transportation services.

Types of specialized transportation users served

People that are elderly – aged 60 and older

Time that Service is Provided

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

Type of Service Provided

Demand response; door-to-door service

Eligibility Requirements

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

Fares

Subsidized for seniors

Fee for non-subsidized persons

1-Way Trips per Month

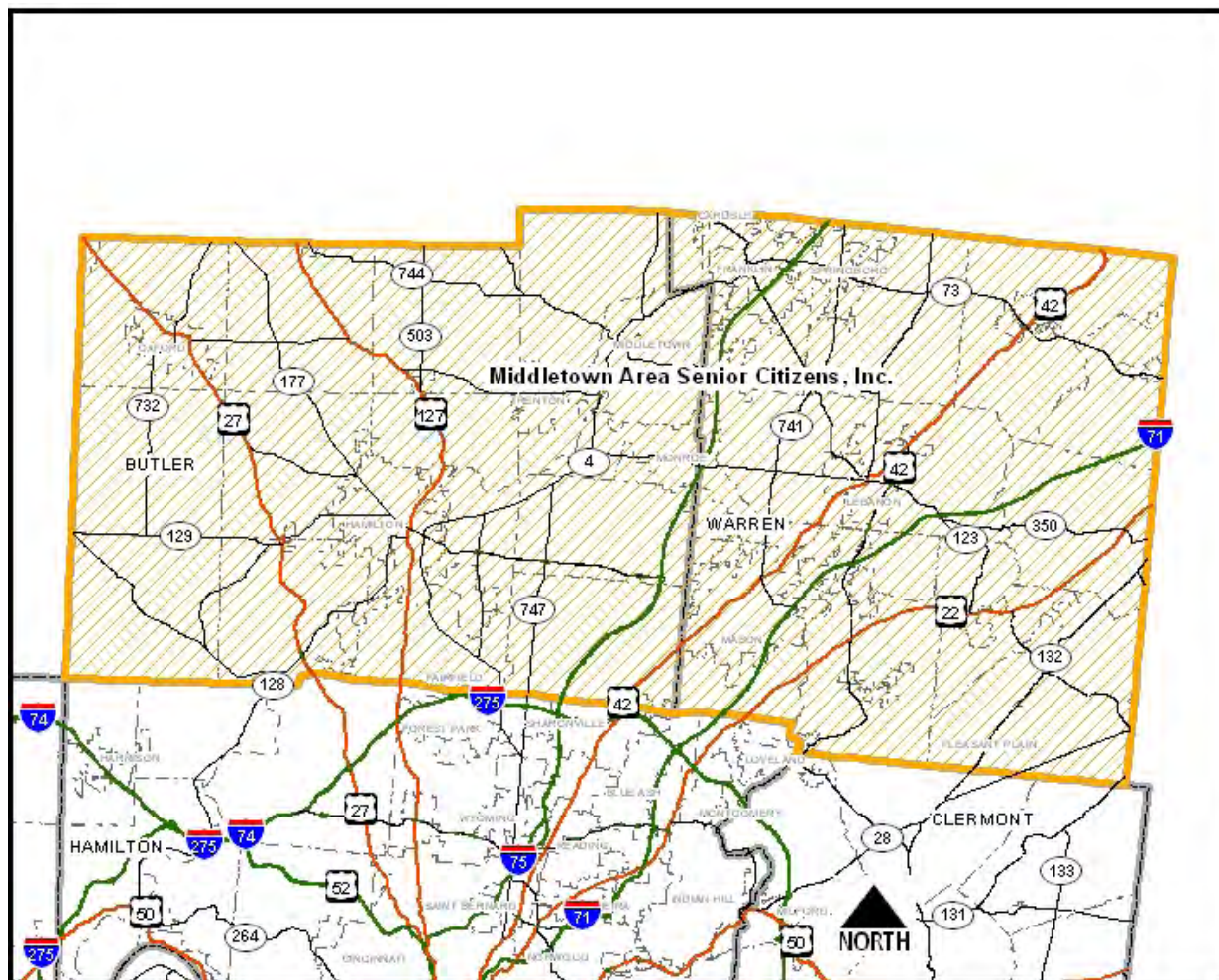
Type of Trips Provided

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

Middletown Area Senior Citizens, Inc – Senior Express

Transportation Service Area

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



Destinations or Areas Served Most Frequently

Cincinnati, Dayton, Fairfield, and Hamilton

Contact: Tresea Hall

Phone: (513) 422-6233

Middletown Transit System (MTS)

Type of Transportation Provider: Transit agency

Agency mission statement or general description of services

To provide reliable, affordable public transportation for the Middletown area. We operate a fixed route and complementary paratransit public transit system in the category of small urban.

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities or low-income; public transit serves all of these categories

Time that Service is Provided

6:30 A.M. – 6:30 P.M., Monday – Friday; and 8:30 A.M. – 4:30 P.M., Saturdays

Type of Service Provided

- 1) Fixed route with fixed schedule
- 2) Curb-to-curb paratransit

Eligibility Requirements

Doctor certification process that individual cannot access the fixed route bus

Fares

Full fare: \$1.25

Fore eligible riders: half fare/ \$.60

ADA Paratransit: \$2.50

1-Way Trips per Month

4,800

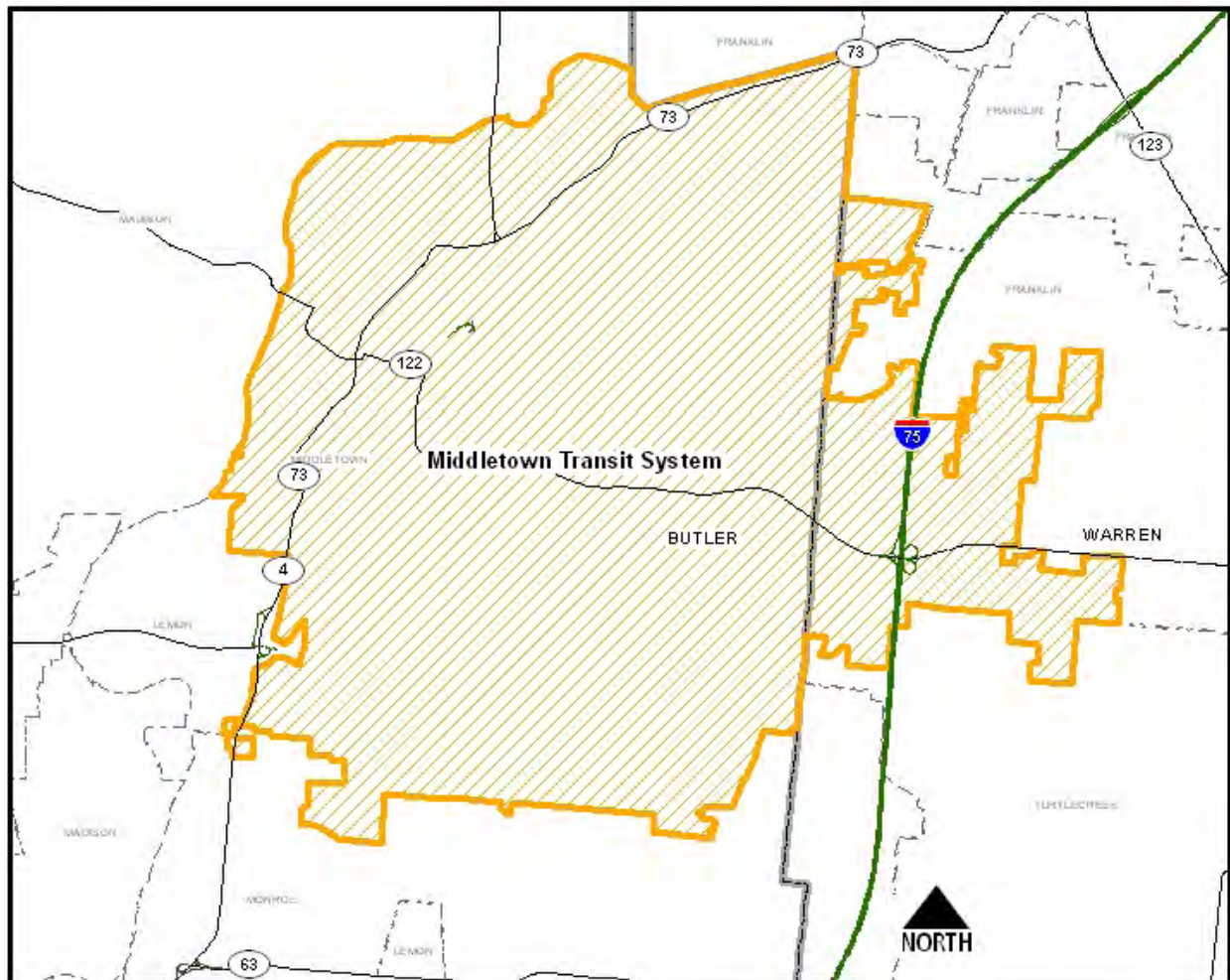
Type of Trips Provided

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

Middletown Transit System (MTS)

Transportation Service Area

City of Middletown city limits



Destinations or Areas Served Most Frequently

All residential and commercial areas in the City of Middletown

Contact: Stephen Murphy

Phone: (513) 727-6343

North College Hill Senior Center

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

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

Types of specialized transportation users served

People that are elderly or have physical disabilities

Time that Service is Provided

Weekdays

Type of Service Provided

Door-to-door service; same-day service

Eligibility Requirements

60 and over (and companions)

Fares

Requested donation: \$3 per round-trip

1-Way Trips per Month

250

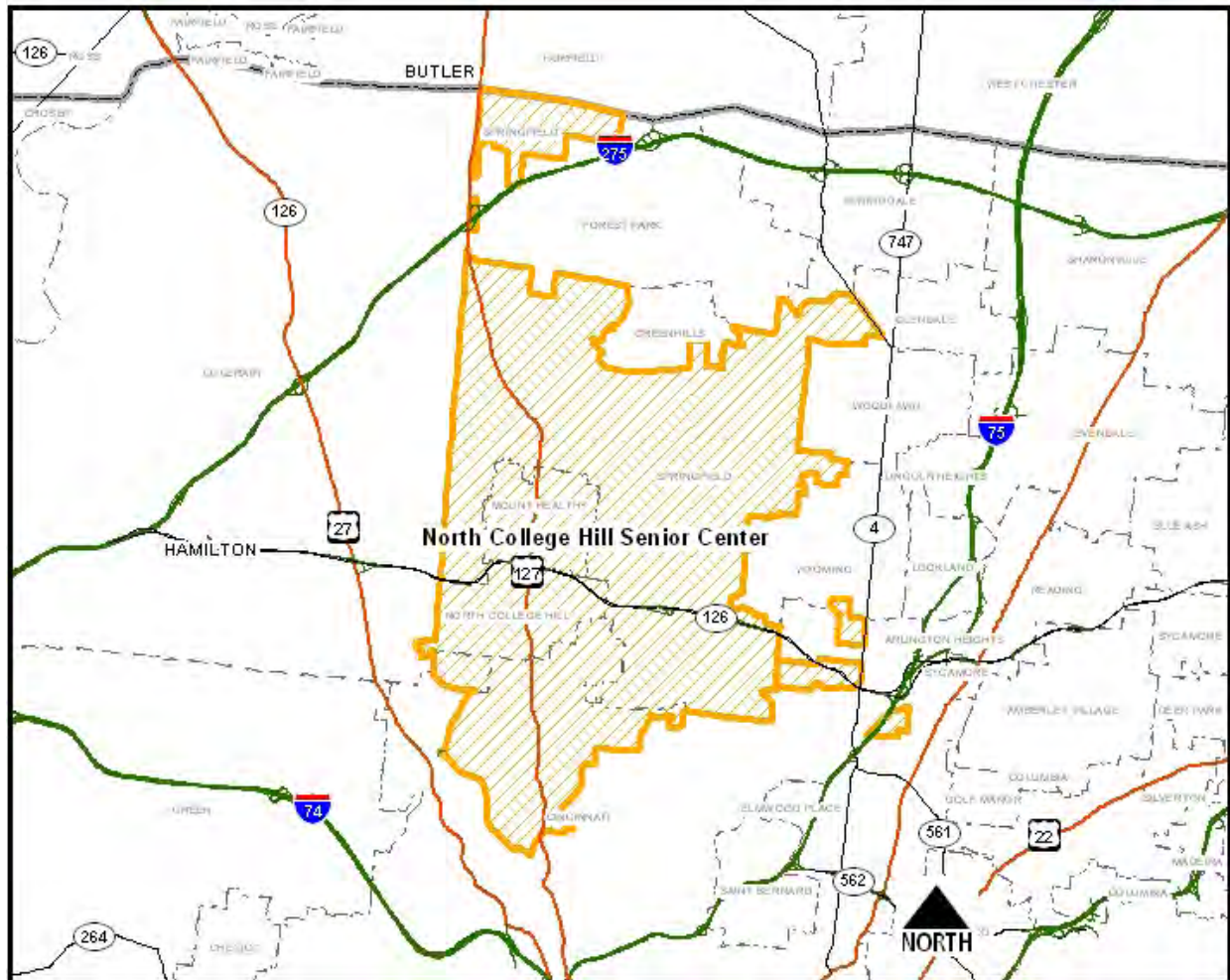
Type of Trips Provided

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

North College Hill Senior Center

Transportation Service Area

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



Destinations or Areas Served Most Frequently

Same as geographic service area

Contact: David Gunn

Phone: (513) 521-3462

Oxford Seniors

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

To provide physical, spiritual, social, educational, vocational, and intellectual programs for adults 50 years and older, and to act as an advocacy agency for them.

Types of specialized transportation users served

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

Time that Service is Provided

Weekdays and weekends

Type of Service Provided

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

Eligibility Requirements

60 years minimum; disabled of any age

Fares

Yes; suggested donation

1-Way Trips per Month

500

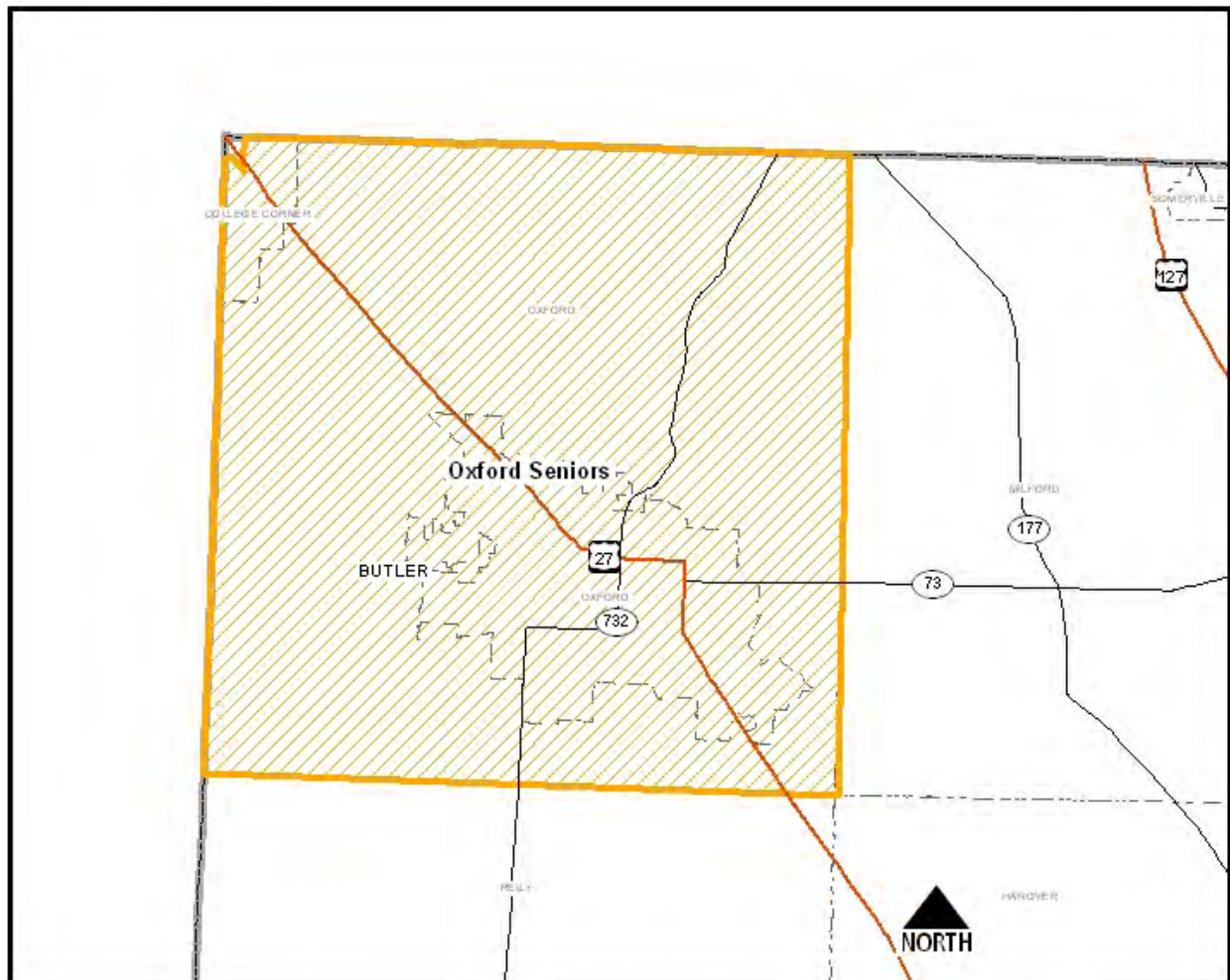
Type of Trips Provided

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

Oxford Seniors

Transportation Service Area

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



Destinations or Areas Served Most Frequently

Medical appointments, grocery shopping

Contact: Joan Potter-Sommer

Phone: (513) 523-8100

Partners in Prime – Prime Transportation

Type of Transportation Provider: Private non-profit community services provider with handicapped accessibility

Agency mission statement or general description of services

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

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

7:30 AM – 4:30 PM, Monday – Friday

Type of Service Provided

Demand response; suggest several days advance scheduling

Eligibility Requirements

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

Fares

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

1-Way Trips per Month

Average 1350 in 2011

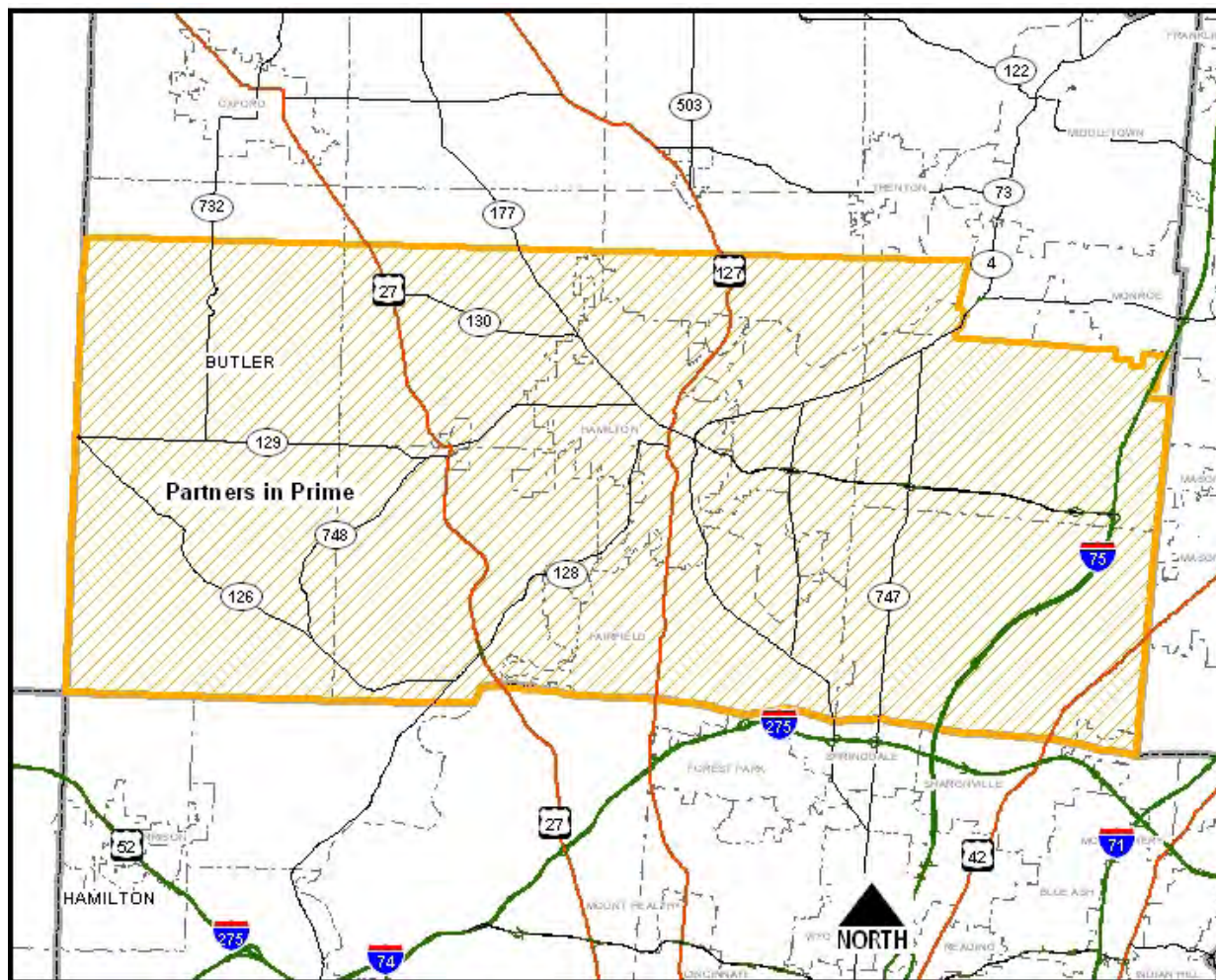
Type of Trips Provided

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

Partners in Prime – Prime Transportation

Transportation Service Area

Southern Butler County



Destinations or Areas Served Most Frequently

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

Contact: Steve Schnabl

Phone: (513) 867-1998 ext. 223

Senior Services of Northern Kentucky

Type of Transportation Provider: Transit agency and social service agency

Agency mission statement or general description of services

To support the independence and dignity of adults. Guiding Principle: The primary focus of our services is the care and well being of older adults and the disabled. All decisions are guided by this principle, with the goal of providing more resources for programs and services to benefit the disabled and the growing number of elderly in our region.

Types of specialized transportation users served

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

Time that Service is Provided

Weekdays

Type of Service Provided

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

Eligibility Requirements

Medicaid recipients, older adults, disabled and public transit in the four rural counties of Pendleton, Grant, Carroll, and Gallatin

Fares

Yes, donations also accepted

1-Way Trips per Month

1,600 – 2,000

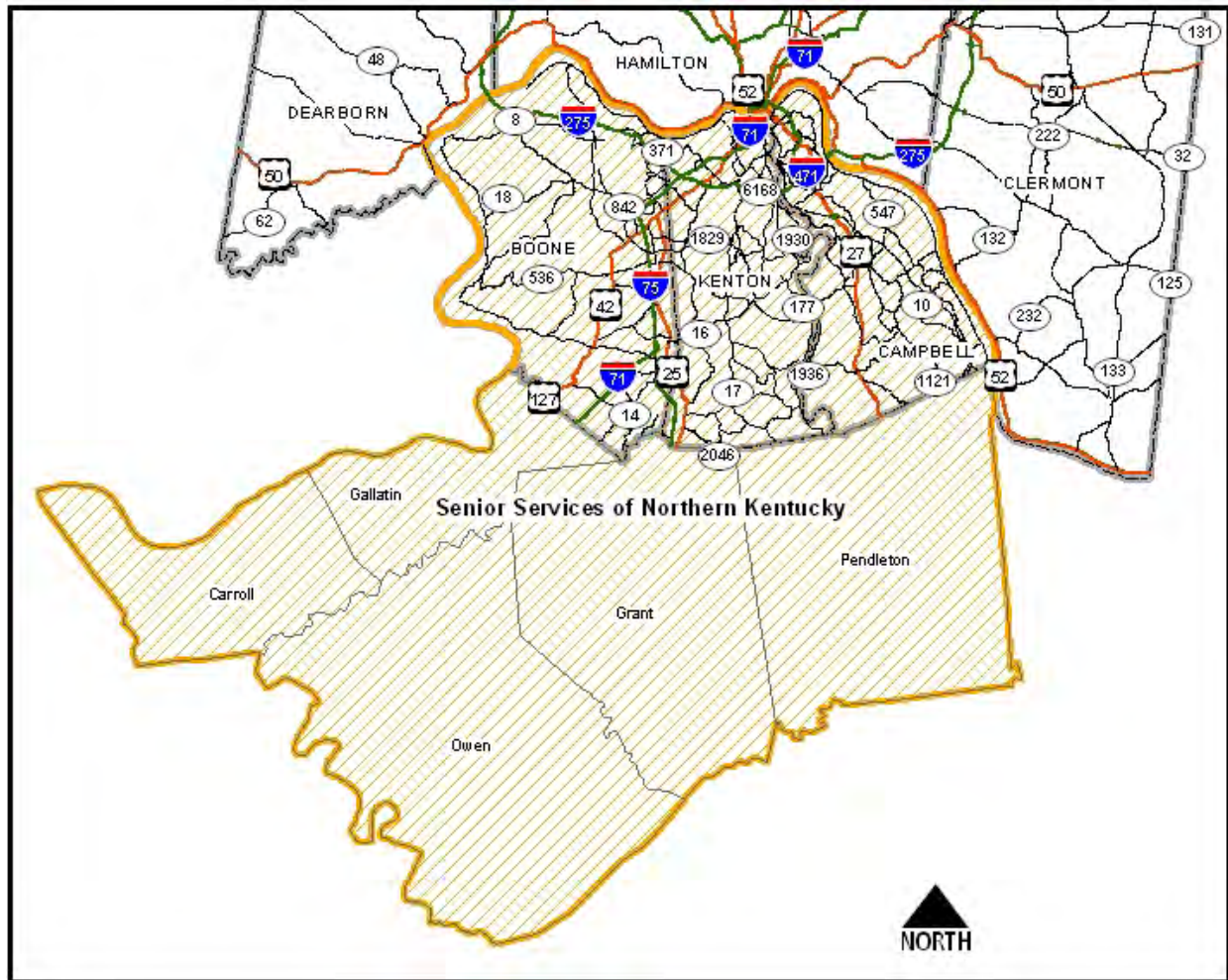
Type of Trips Provided

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

Senior Services of Northern Kentucky

Transportation Service Area

Boone, Campbell, and Kenton Counties in the OKI Region; other counties in the Northern Kentucky Area Development District: Carroll, Gallatin, Grant, Owen, and Pendleton



Destinations or Areas Served Most Frequently

Northern Kentucky area

Contact: Ken Rehtin

Phone: (859) 292-0522

Southwest Ohio Regional Transit Authority (SORTA)

Type of Transportation Provider: Transit agency

Agency mission statement or general description of services

To connect people and places, support economic development, and improve quality of life in the region.

Types of specialized transportation users served

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

Time that Service is Provided

4:11 AM – 1:45 AM, Monday – Friday; 4:41 AM – 1:45 AM, Saturdays; 5:03 AM – 1:19 AM, Sundays

Type of Service Provided

- Fixed route with fixed schedule
- Demand response/ on-demand that is next-day service

Eligibility Requirements

Fares

- Fixed Route fares for zones; 1 = \$1.75, 2 = \$2.65, 3 = \$3.00, 4 = \$3.50; an all-pass zone is \$4.25.
- Demand response fares for zones; 1 = \$3.50 and 2 = \$4.50.
- Have a fare deal program for persons over 65 and/or on Medicaid and/or disabled that is half the price of fixed route fares.

1-Way Trips per Month

114,511

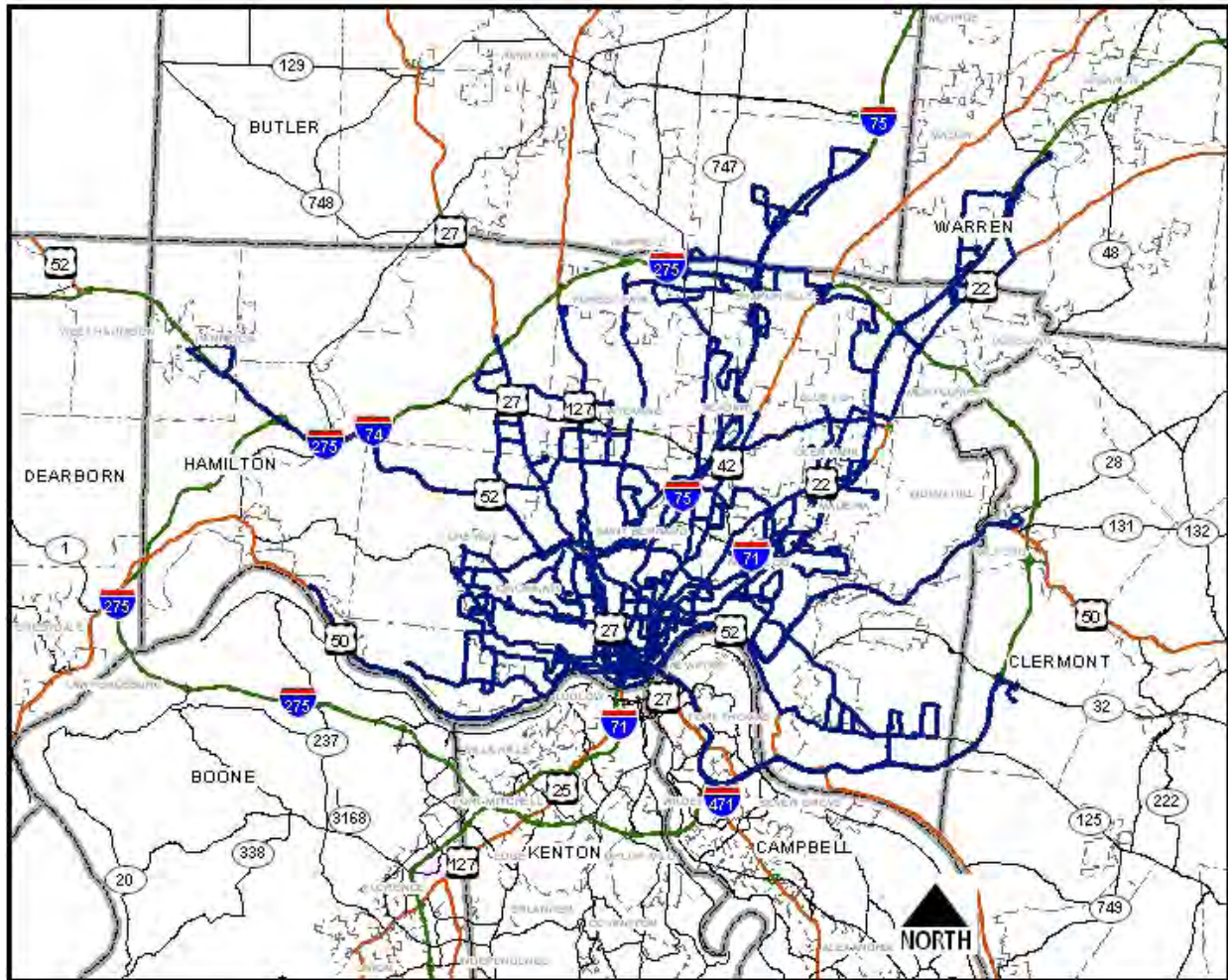
Type of Trips Provided

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

Southwest Ohio Regional Transit Authority (SORTA)

Transportation Service Area

Throughout Hamilton County and parts of Butler, Clermont, and Warren Counties



Destinations or Areas Served Most Frequently

Contact: Victoria Fink

Phone: (513) 632-7533

Stepping Stones Center

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

To increase independence, improve lives and promote inclusion for children and adults with disabilities. Agency serves close to 1,000 children and adults with disabilities: severe autism, cerebral palsy, down syndrome, intellectual disabilities, seizure disorders, bi-polar disorder, brain injury, intermittent explosive disorder, multiple disabilities and medical needs. Year-round programs include preschool, adult services, weekend respites, and alternative education for elementary and high school students with severe autism. Seasonal programs include summer day and overnight camps and Saturday Kids Club (school-year program offering extracurricular activities for school children with disabilities). Stepping Stones was founded in 1963 and is known for identifying unmet needs and meeting them.

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

8 AM – 3 PM, 7 days a week

Type of Service Provided

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

Eligibility Requirements

All individuals are served through county DD programs

Fares

No

1-Way Trips per Month

Type of Trips Provided

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

Sycamore Senior Center

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

To provide a stimulating community experience by creating sustainable, outstanding opportunities for social, intellectual and volunteer experiences, while providing care and support to those we serve throughout the Greater Cincinnati area.

Types of specialized transportation users served

People that are elderly

Time that Service is Provided

8:30 AM – 2 PM, Monday – Friday; for appointments

Type of Service Provided

Door-to-door service requires a week's notice; shuttle can be same-day service

Eligibility Requirements

Council on Aging eligibility requirements: minimum 60 years, Hamilton County resident, COA approval

Fares

Suggested donation: \$3 shuttle, \$7 grocery, \$10 medical

Transportation available for private pay: \$20 per 1-way

1-Way Trips per Month

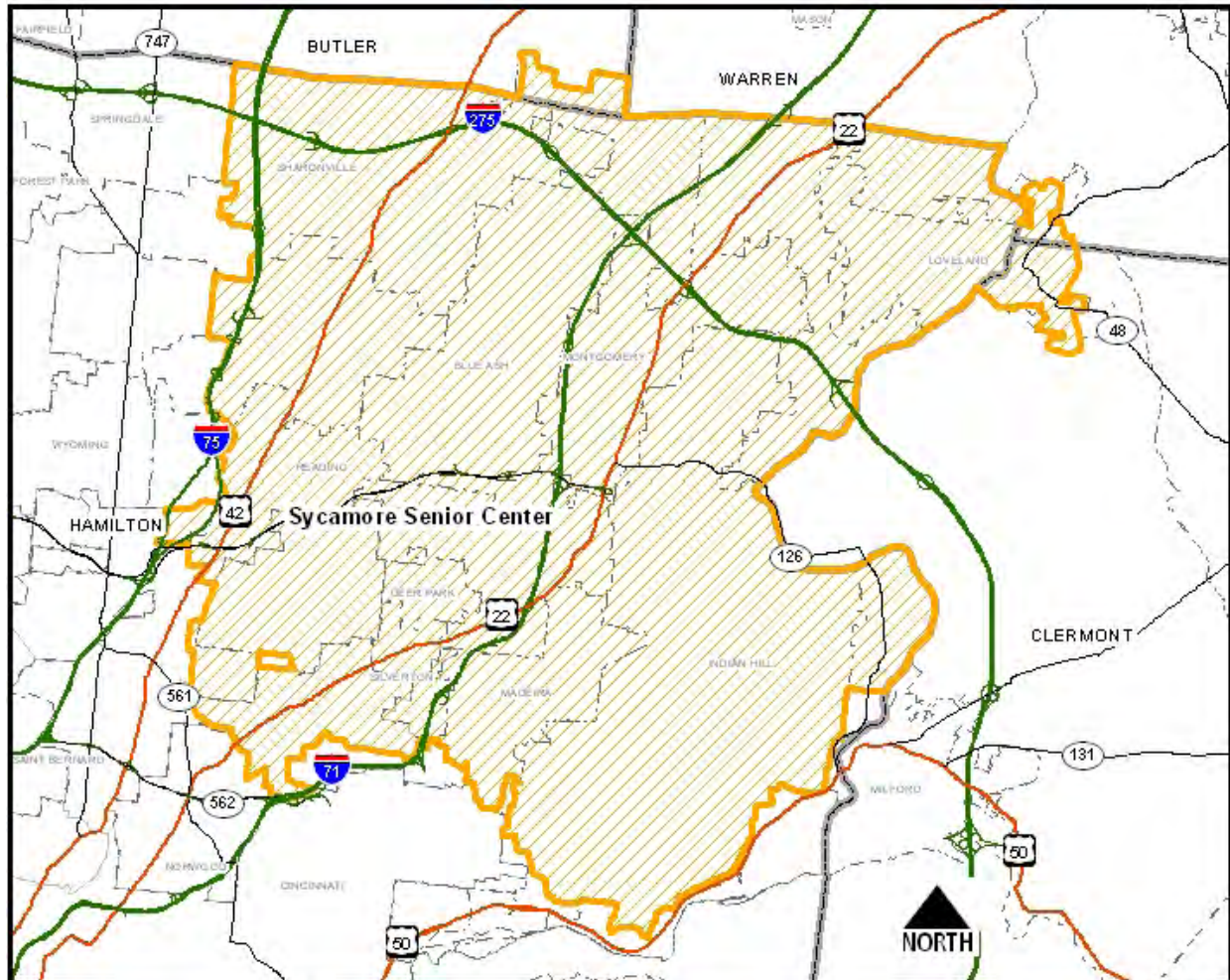
Type of Trips Provided

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

Sycamore Senior Center

Transportation Service Area

Our clients live in the North and Northeast regions of Cincinnati (Hamilton County). Forest Park to Madeira/Indian Hill going East to West; and Loveland to Silverton going North to South. Do have routes that go to University Hospital/VA/Christ and other Clifton locations.



Destinations or Areas Served Most Frequently

Blue Ash, Clifton, Forest Park, Montgomery, Springdale, and Sycamore Township

Contact: Joshua Howard

Phone: (513) 984-1234

Talbert House

Type of Transportation Provider: Private/commercial provider with handicapped accessibility

Agency mission statement or general description of services

Talbert House is a multi-service, community-based nonprofit agency. The agency serves a broad population and develops and delivers services in criminal justice, mental health, and substance abuse. There are two basic purposes to these services – to reduce and/or modify dysfunctional behavior and to facilitate social adjustment.

Persons become affiliated with Talbert House either through court mandated transfers, treatment groups, psychiatric and medication appointments, reentry services, or family visits.

Types of specialized transportation users served

People that have mental disabilities

Time that Service is Provided

24 hours a day, seven days a week

Type of Service Provided

Demand response;

Eligibility Requirements

Members of Talbert House

Fares

None

1-Way Trips per Month

Trips covering the period of January 1, 2011 through December 31, 2011.

January	0	July	6
February	10	August	2
March	18	September	8
April	12	October	18
May	10	November	30
June	10	December	8

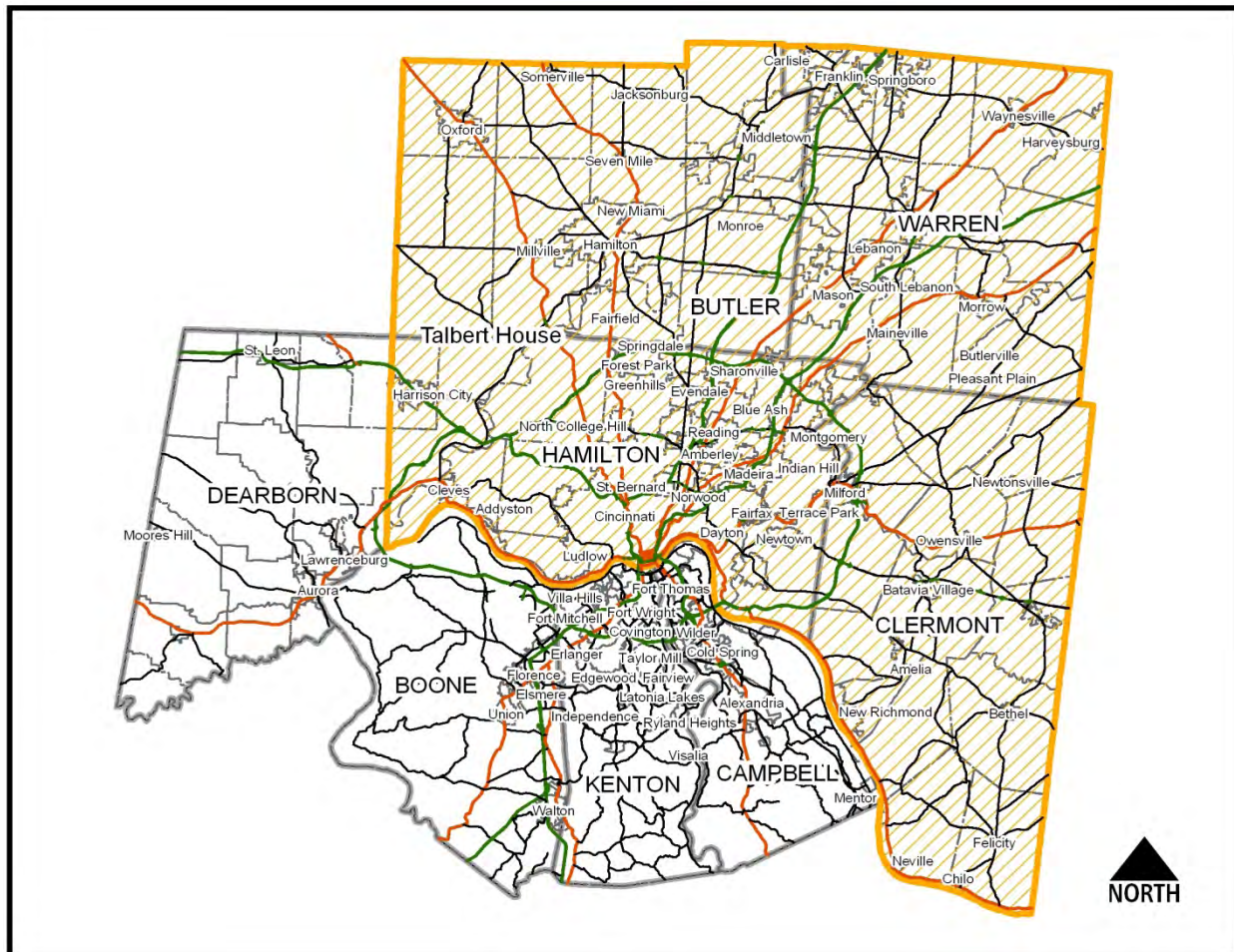
Type of Trips Provided

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

Talbert House

Transportation Service Area

Hamilton, Butler, Clermont, and Warren Counties



Destinations or Areas Served Most Frequently

Clifton, Bond Hill, Walnut Hills, Springdale, Downtown Cincinnati, and other agency locations.

Contact: Larry Williams

Phone: (513) 751-7747

Towne Taxi, Inc.

Type of Transportation Provider: Private/commercial provider with handicapped accessibility and taxi/cab service; van and small bus

Agency mission statement or general description of services

We are a 24-hour, 7-days a week, 365 days per year Transportation Company that provides transportation and specialized services for all people in the tri-state area encompassing the OKI region. Our company is a customer oriented service that helps and assists passengers in addition to fulfilling their trip needs. We accept all credit cards, cash, vouchers, corporate accounts, and state, county, and federally-funded trips and organizations. We transport a very diverse and complete origin of all the population from the preschool to elderly, blind, disabled, businesses, all economic sections inclusive. Our workforce includes a complete roster of people from men, women, and different ethnic backgrounds, which are a true representation of the workforce. In addition, we have independent contractors to complement our services.

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities or low income; all types

Time that Service is Provided

24 hours per day, 7 days a week, 365 days per year

Type of Service Provided

- 1) Fixed-route with fixed-schedule
- 2) Demand response; door-to-door service; same-day or next-day service; reservations required

Eligibility Requirements

None

Fares

1-Way Trips per Month

1,200+

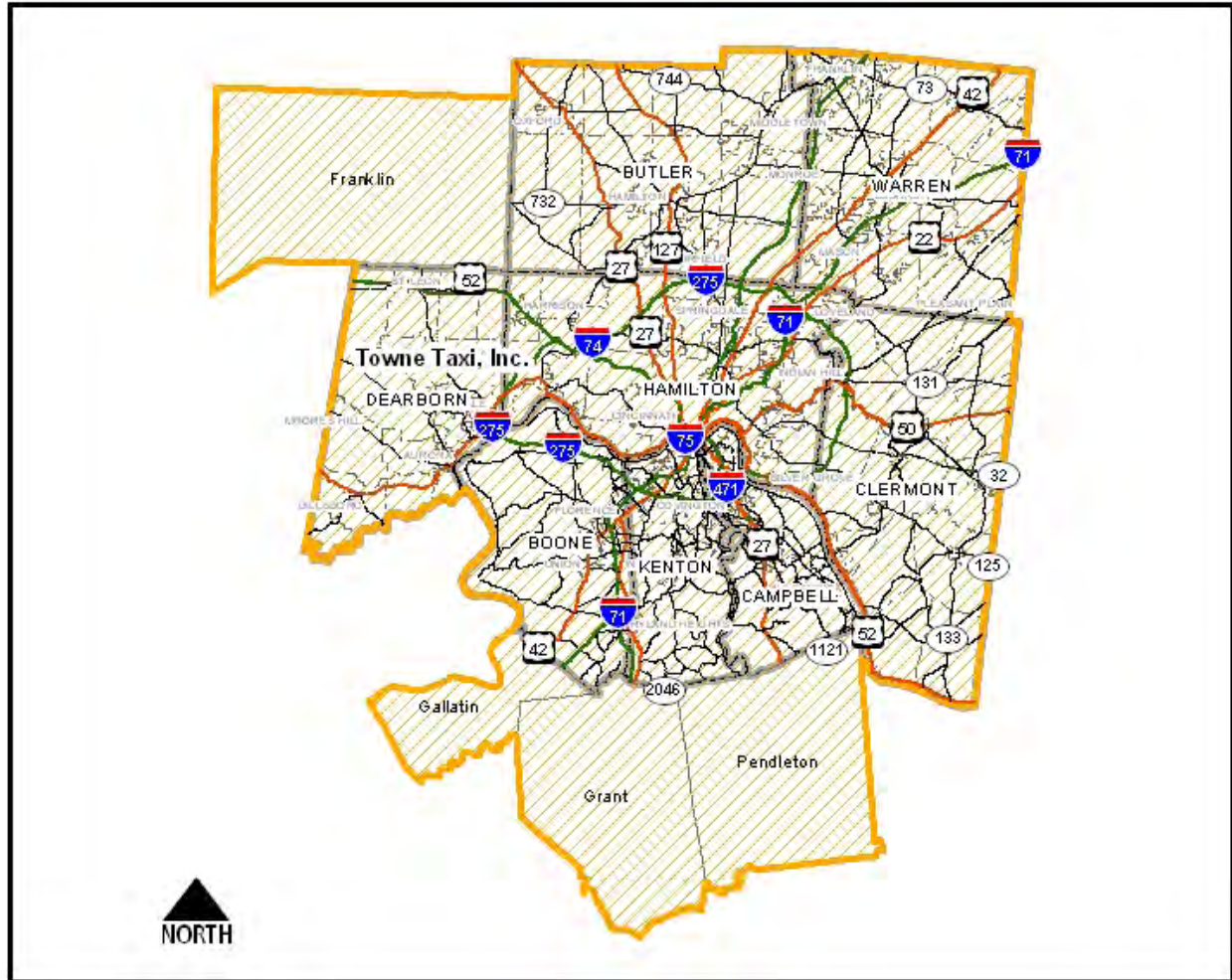
Type of Trips Provided

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

Towne Taxi, Inc.

Transportation Service Area

OKI Region and destinations to nearby counties (including south of the three Northern Kentucky Counties and Franklin County in Indiana)



Destinations or Areas Served Most Frequently

Cincinnati, Ohio central regions and Northern Kentucky proper

Contact: Bill McCoy

Phone: (513) 761-7700

Transit Authority of Northern Kentucky (TANK)

Type of Transportation Provider: Transit agency

Agency mission statement or general description of services

The Transit Authority of Northern Kentucky (TANK) has provided transit services to Boone, Campbell, and Kenton counties as well as downtown Cincinnati since 1973. TANK offers a "Downtown Cincinnati" service, taking people from their homes in Northern Kentucky to jobs downtown as well as service to work sites in the southern areas of the Northern Kentucky region, with fast "reverse-commute" bus service. Express buses travel the expressway, providing more direct access to the Downtown Cincinnati Central Business District. TANK operates 27 routes, through 19 Park & Ride locations, 365 days a year. In addition to our fixed route service, TANK also operates the Regional Area Mobility Program (RAMP), a service for disabled citizens and the DayTripper program for seniors 60 years of age and over. In the 2009 Fiscal Year, TANK carried 3.7 million passengers to destinations throughout Northern Kentucky and downtown Cincinnati.

Types of specialized transportation users served

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

Time that Service is Provided

5 AM – 1 AM daily; weekdays, weekends, and evenings; during hours of regular fixed-route transit service

Type of Service Provided

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

Eligibility Requirements

Paratransit users must undergo a physical and cognitive evaluation and receive a finding of eligibility for the service

Fares

- Local Cash Fare = \$1.50
- Express Cash Fare = \$2.00
- Senior/Disabled Fare – Local = \$0.75
- Senior/Disabled Fare – Express = \$1.00
- RAMP Fare = \$2.50
- Student Fare = \$1.00
- Southbank Shuttle Fare = \$1.00
- Day Tripper Fare = \$4.00

1-Way Trips per Month

9,200

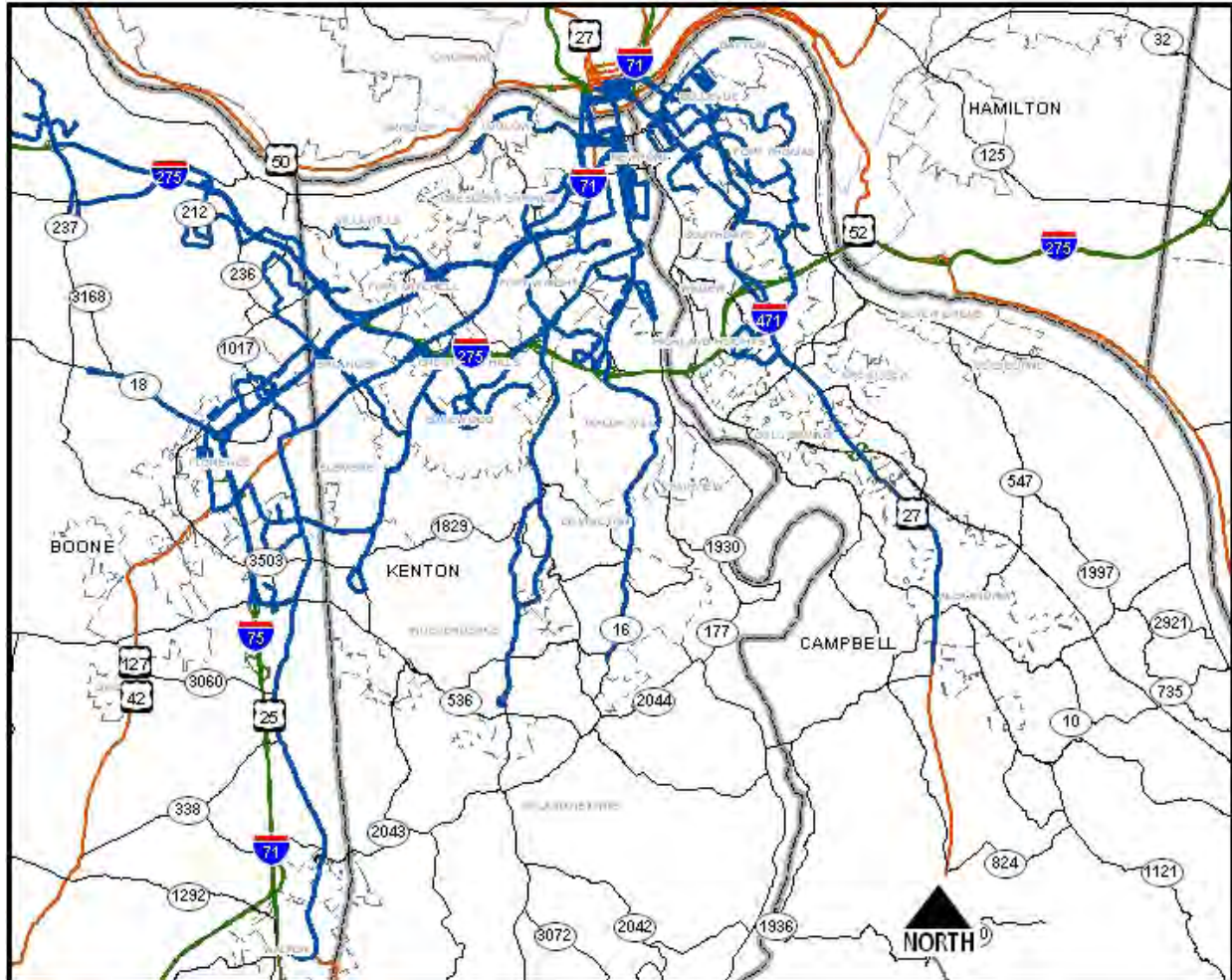
Type of Trips Provided

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

Transit Authority of Northern Kentucky (TANK)

Transportation Service Area

Boone, Campbell, and Kenton Counties in Northern Kentucky; Downtown Cincinnati; Service area for door-to-door specialized transportation is a modified ½ mile buffer around our fixed-route transit network



Destinations or Areas Served Most Frequently

Boone, Campbell, and Kenton Counties in Northern Kentucky and Downtown Cincinnati

Contact: Tim Bender

Phone: (859) 331-8265

UTS

Type of Transportation Provider: Social service agency w/ handicapped accessibility

Agency mission statement or general description of services

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

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

24/7 everyday as needed

Type of Service Provided

On-demand;

Eligibility Requirements

None

Fares

Through government contract

1-Way Trips per Month

66,000

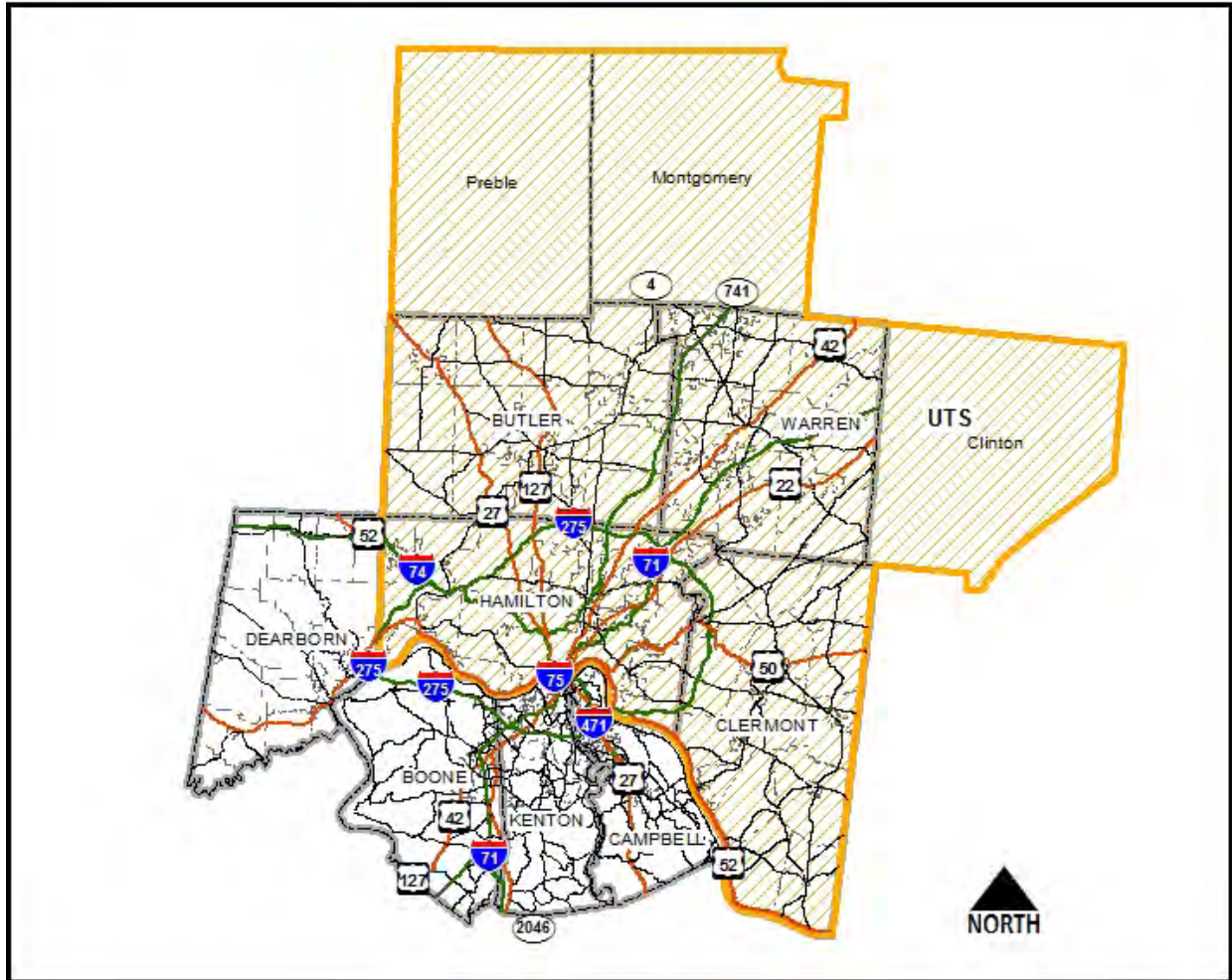
Type of Trips Provided

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

UTS

Transportation Service Area

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



Destinations or Areas Served Most Frequently

Cincinnati region

Contact: Susan Smith

Phone: (513) 858-7918

Warren County Board of MR/DD

Type of Transportation Provider: Private/commercial provider with handicapped accessibility

Agency mission statement or general description of services

The Warren County Board of MR/DD supports people with disabilities and their families to achieve what is important to them. Through their transportation services, the agency provides a vital link to employment, recreation, health care, and the community – all things that are important to the people and families serviced by Warren County Board of MR/DD.

Types of specialized transportation users served

People that have physical disabilities

Time that Service is Provided

7 AM – 6 PM, Monday – Friday; Contracted transportation is available 6 AM – Midnight, seven days a week

Type of Service Provided

Route based and demand response;

Eligibility Requirements

Certified as qualified to receive services from the County Board of MR/DD and be actively enrolled in the program

Fares

None

1 – Way Trips per Month

Contracted Transportation (7 days/ wk) - 431 one way trips per month

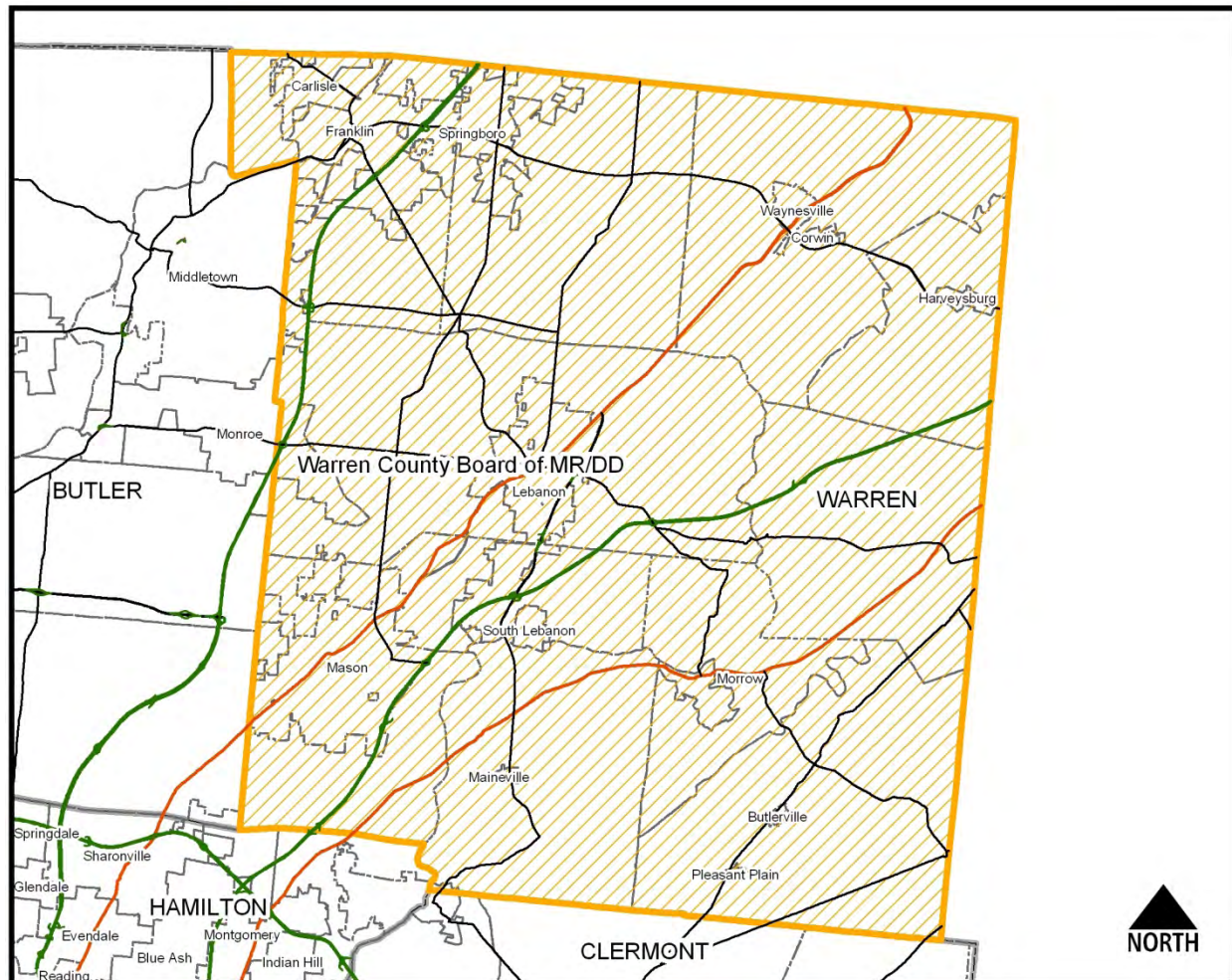
Route Based Transportation (5 days/ wk) – 4600 one way trips per month

Type of Trips Provided

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

Warren County Board of MR/DD

Transportation Service Area Warren County



Destinations or Areas Served Most Frequently

MR/DD workshop and habilitation facilities in Lebanon and employers in Mason (PAX, Mitsubishi) and in Springboro (Celebration Farms)

Contact: Pete Mason

Phone: (513) 695-1874

Warren County Community Services, Inc. (WCCS)

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

WCCS is Warren County's Community action agency serving Warren County residents of all ages with a wide scope of services.

- Early Learning Centers are scattered throughout the county with a total of 306 low income preschoolers; focuses on preparing preschoolers for Kindergarten.
 - The 741 Center involves more than 1,510 older adults participating in 1,280 various programs through the year.
 - Family Services Dept. offers temporary emergency financial assistance, employment coaching, and support for low income families; trainings for faith-based organizations; and assistance to obtain medication for low income families
 - HEAP/ Home energy assistance program offers winter and summer cooling assistance; more than 2,100 applications completed in 2010
 - HWAP/ Home weatherization program helps low income families to improve their homes in order to heat and cool them more efficiently
 - Senior Nutrition/ Meals on Wheels in 2010 served 3,047 lunches each week to seniors
 - Senior Transportation in 2010 provided 6,161 trips to 501 residents around the county and beyond
 - Supportive Services works through a Senior Navigator who helps with referrals for seniors
- "Strengthening the fabric of our community by providing services and connecting people to resources necessary for realizing their full potential for a quality life."

Types of specialized transportation users served

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

Time that Service is Provided

7 AM – 6 PM, Monday – Friday; earlier or later trips as scheduled

Type of Service Provided

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

Eligibility Requirements

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

Fares

Yes; donations are accepted

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

1-Way Trips per Month

500

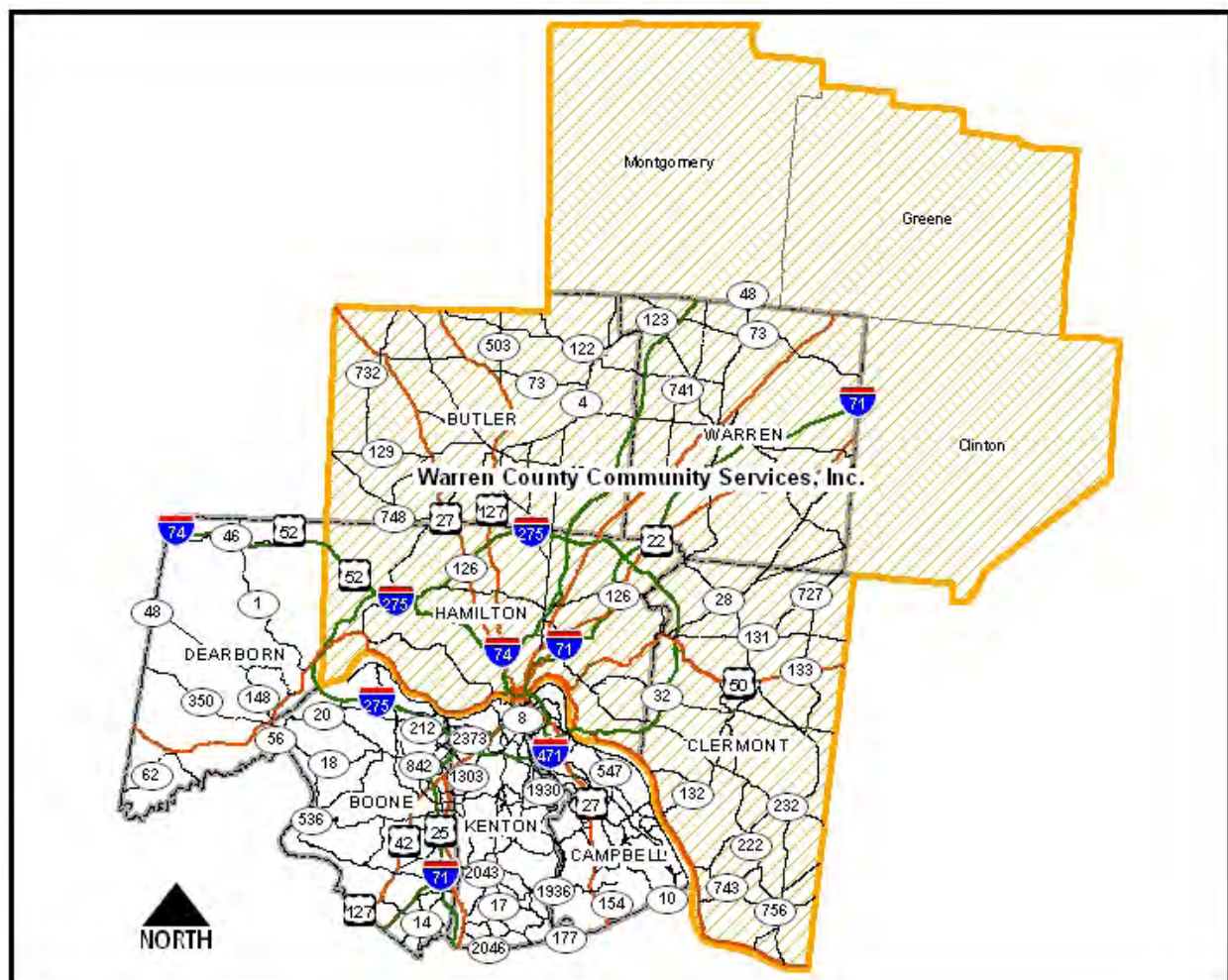
Warren County Community Services, Inc. (WCCS)

Type of Trips Provided

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

Transportation Service Area

Warren County and surrounding counties



Destinations or Areas Served Most Frequently

Medical facilities in Warren County, Dayton, and Cincinnati; and grocery stores

Contact: Karen Hill

Phone: (513) 228-1801

Warren County Transit Service (WCTS)

Type of Transportation Provider: Transit agency

Agency mission statement or general description of services

The Warren County Transit Service began in 1980 as a demand response transit system with five vehicles with a service area that included the incorporated and unincorporated areas. Warren County Community Services, Inc. was the service provider from the inception until 1996. Universal Transportation System (UTS) operated the system from 1996 through 2004. MV Transportation, Inc. operated the system from 2005 to June 30, 2010. UTS began operating WCTS again on July 1, 2010. WCTS currently operates nineteen County-owned vehicles. The WCTS service area includes Warren County, three locations in Middletown and service to the GDRTA South Hub. There have not been any service changes in the last two years. In 2008, the regular fare was increased from \$1.50 to \$2.00 and the E&D fare was raised from \$0.75 to \$1.00.

Types of specialized transportation users served

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

Time that Service is Provided

6 AM – 6:30 PM, Monday – Friday

Type of Service Provided

Demand response/ on-demand service

Eligibility Requirements

Available to the general public; reduced fares for persons that are elderly or disabled

Fares

\$2.00 one-way; \$1.00 for the elderly or disabled

1-Way Trips per Month

4,500

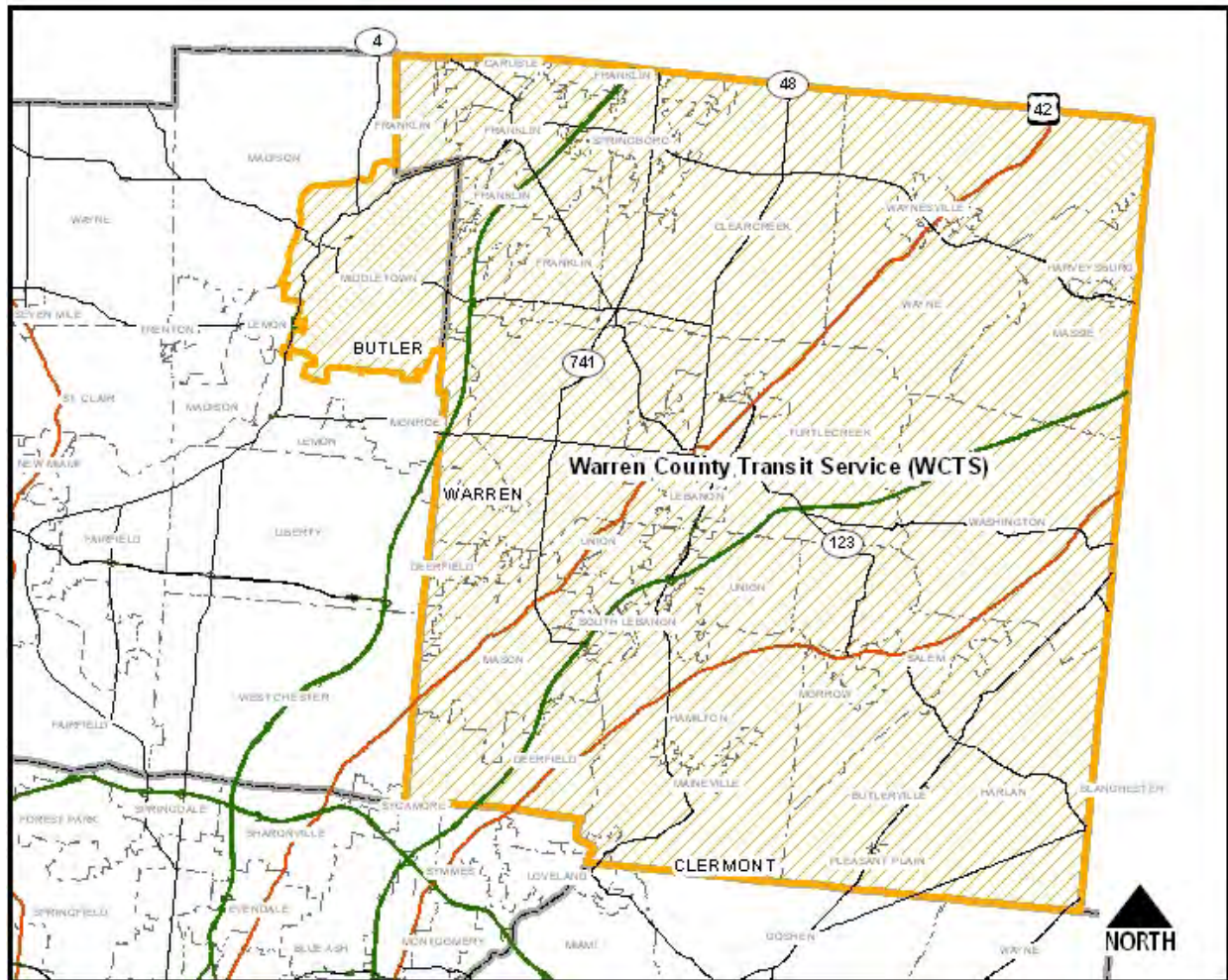
Type of Trips Provided

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

Warren County Transit Service (WCTS)

Transportation Service Area

All of Warren County, with limited service to Greater Dayton RTA's South Hub and points within the City of Middletown



Destinations or Areas Served Most Frequently

Social service agencies within the City of Lebanon

Contact: Jerry Haddix

Phone: (513) 695-1323

Wesley Community Services

Type of Transportation Provider: Private/commercial provider with handicapped accessibility

Agency mission statement or general description of services

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

Types of specialized transportation users served

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

Time that Service is Provided

4 AM – 9 PM, Monday - Saturdays

Type of Service Provided

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

Eligibility Requirements

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

Fares

Reimbursed for trips through contracts

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

1-Way Trips per Month

2,500

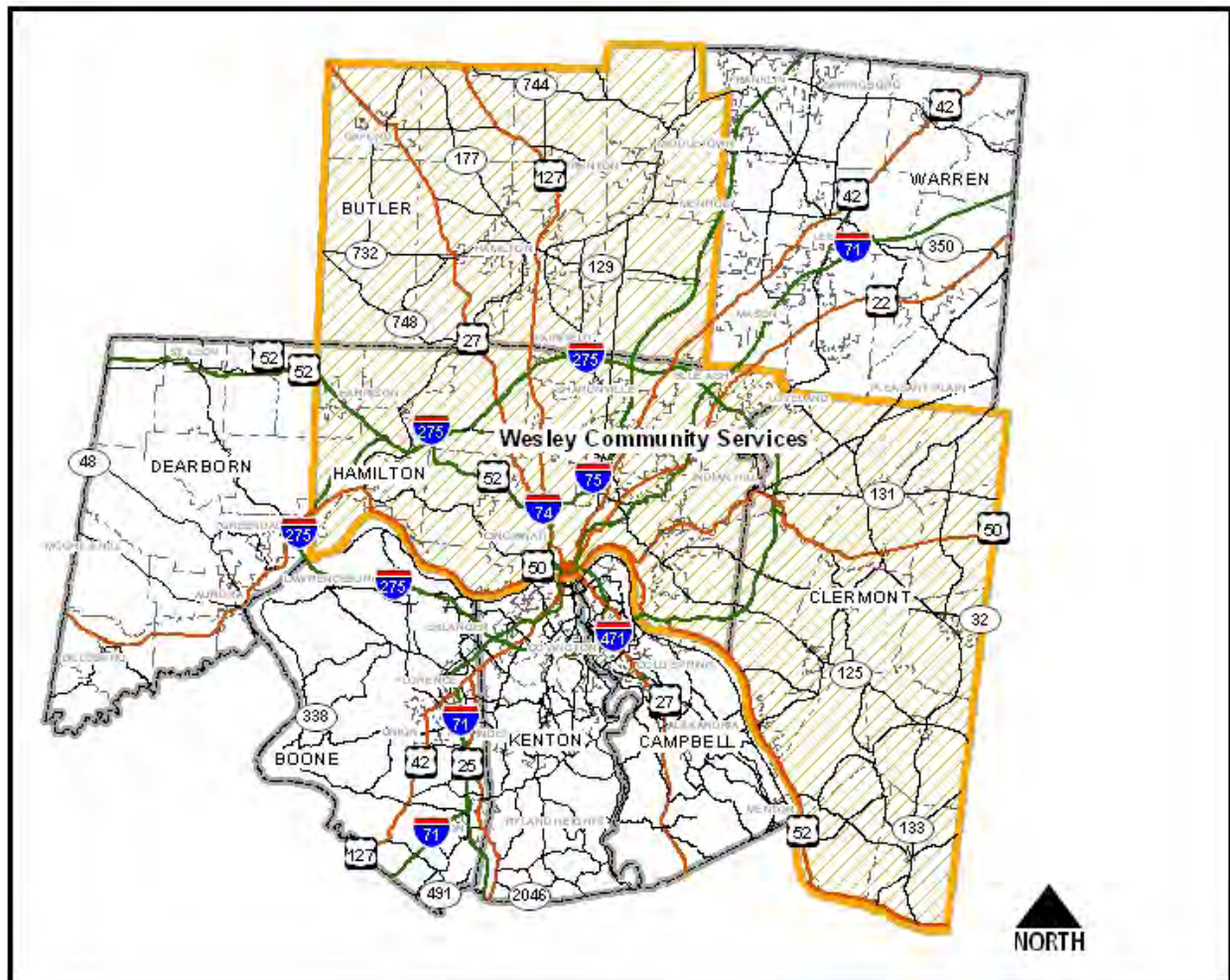
Type of Trips Provided

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

Wesley Community Services

Transportation Service Area

Butler, Clermont, and Hamilton Counties



Destinations or Areas Served Most Frequently

Primarily residents who live in Hamilton County, Ohio

Contact: Stephen Smookler

Phone: (513) 661-2777

ADDENDUM 1

Addendum 1 includes profiles of sixteen social service agencies not participating in the agency survey or referenced in the 2012 Coordinated Plan.

The information regarding these agencies was obtained following the preparation and adoption of the Coordinated Plan. This Addendum is included for additional reference and the incorporation of these profiles is intended as part of the next update of the Coordinated Public Transit – Human Services Transportation Plan.

Community Yellow Checker Taxi

Type of Transportation Provider: Private agency

Agency mission statement or general description of services

Community Yellow Checker Taxi Cab Company provides service to more communities in Greater Cincinnati and Northern Kentucky than any other taxicab company

Types of specialized transportation users served

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

Time that Service is Provided

24/7

Type of Service Provided

Door-to-door service

Eligibility Requirements

n/a

Fares

Varies by distance

1-Way Trips per Month

n/a

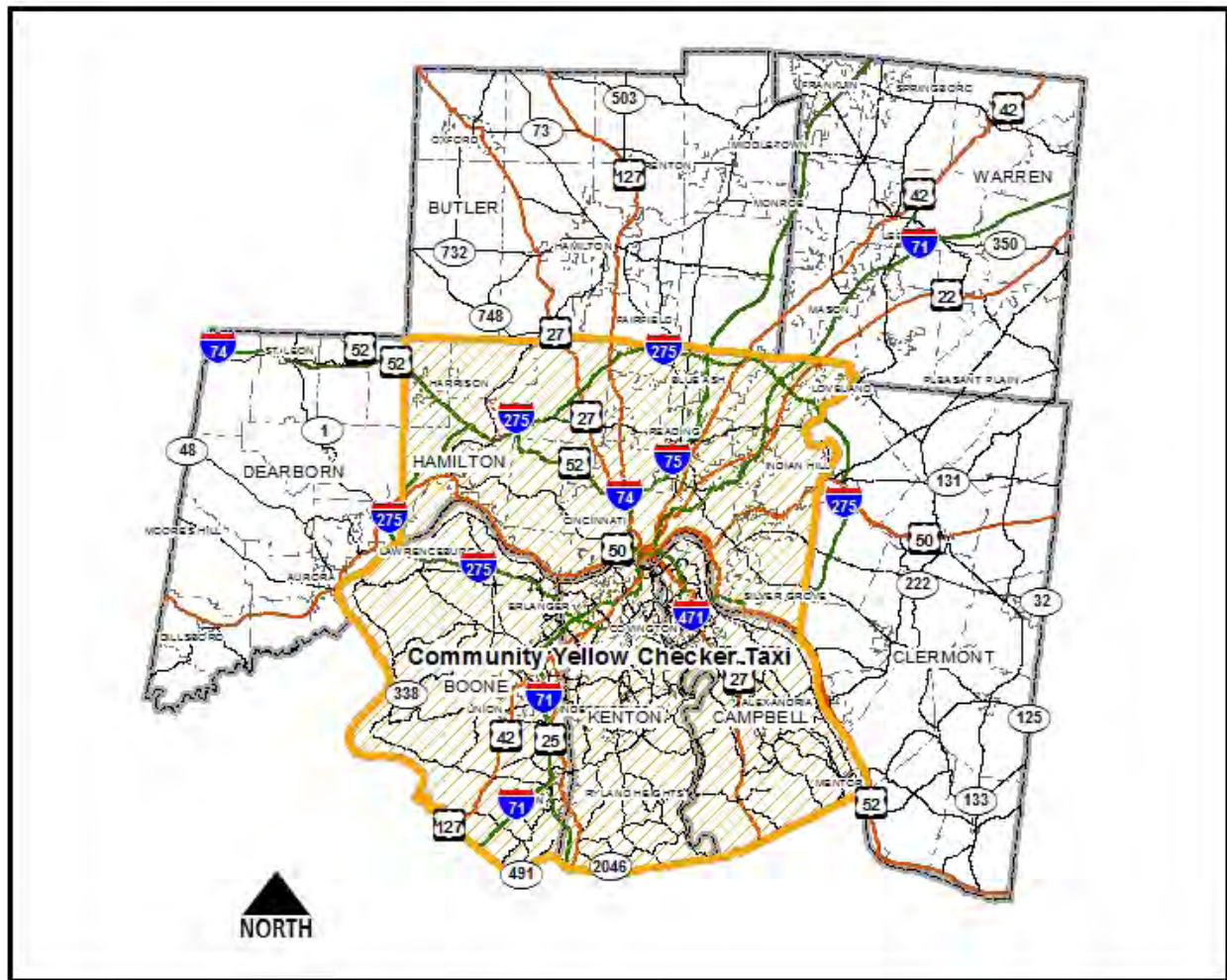
Type of Trips Provided

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

Community Yellow Checker Taxi

Transportation Service Area

Cincinnati and Northern Kentucky



Destinations or Areas Served Most Frequently

Airport and destinations within the service area

Contact:

Phone: Cincinnati - (513) 241-2100 ; Northern Kentucky - (859) 261-4400

Day Share Senior Services

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

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

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

Normal daytime hours, mornings and afternoons

Type of Service Provided

Door-to-door service

Eligibility Requirements

Medical appointments and for participants in the Adult Day Program

Fares

n/a

1-Way Trips per Month

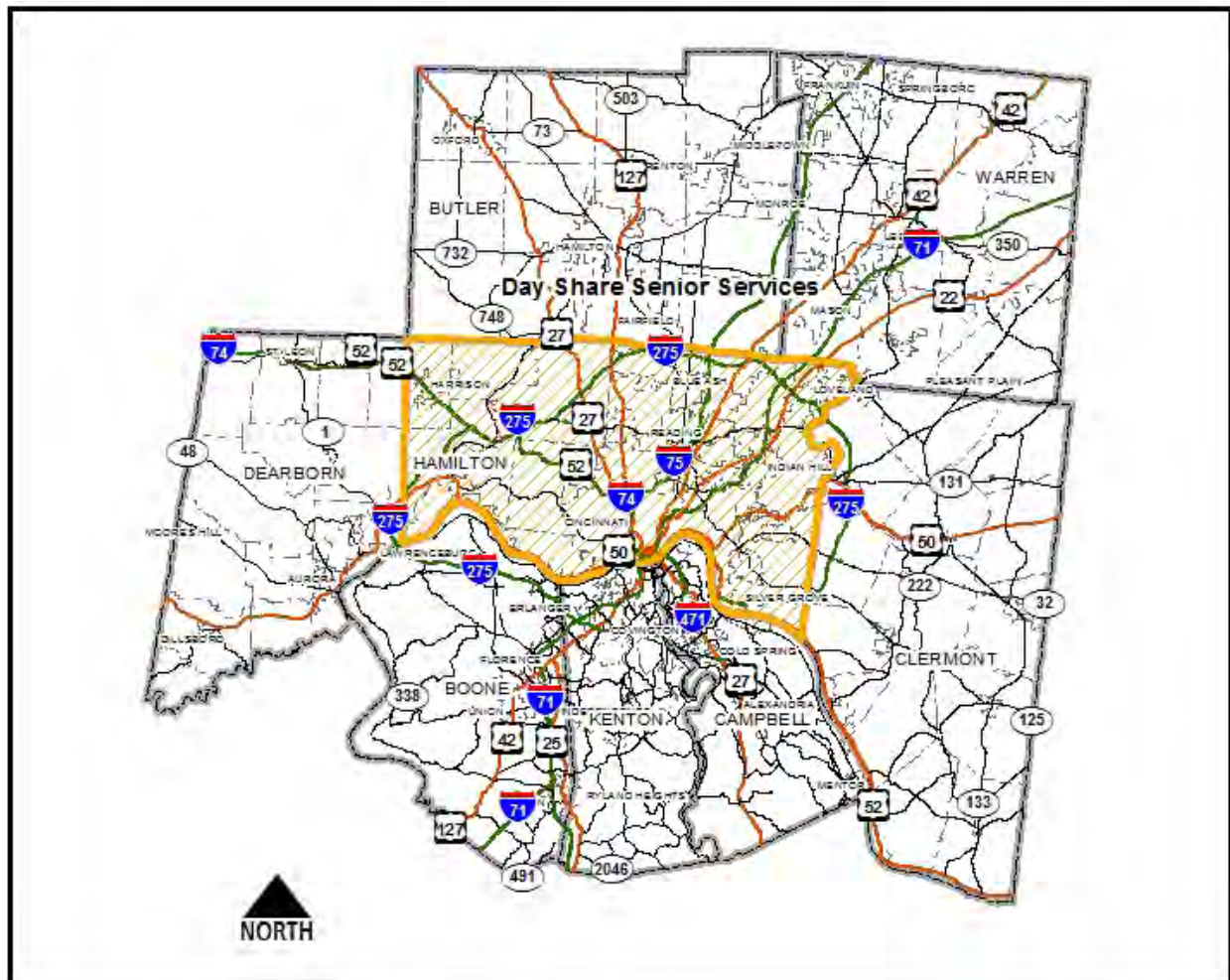
n/a

Type of Trips Provided

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

Day Share Senior Services

Transportation Service Area
Hamilton County



Destinations or Areas Served Most Frequently

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

Contact:

Phone: (513) 451-1100

The Deaconess Foundation

Type of Transportation Provider: Private/ Non-profit service agency

Agency mission statement or general description of services

The Deaconess Foundation offers programs and services to help older adults remain safe and independent in their homes.

Types of specialized transportation users served

People that are elderly

Time that Service is Provided

n/a

Type of Service Provided

Door-to-door service

Eligibility Requirements

Elderly persons – PASSPORT Program and Elderly Services Program participants

Fares

n/a

1-Way Trips per Month

n/a

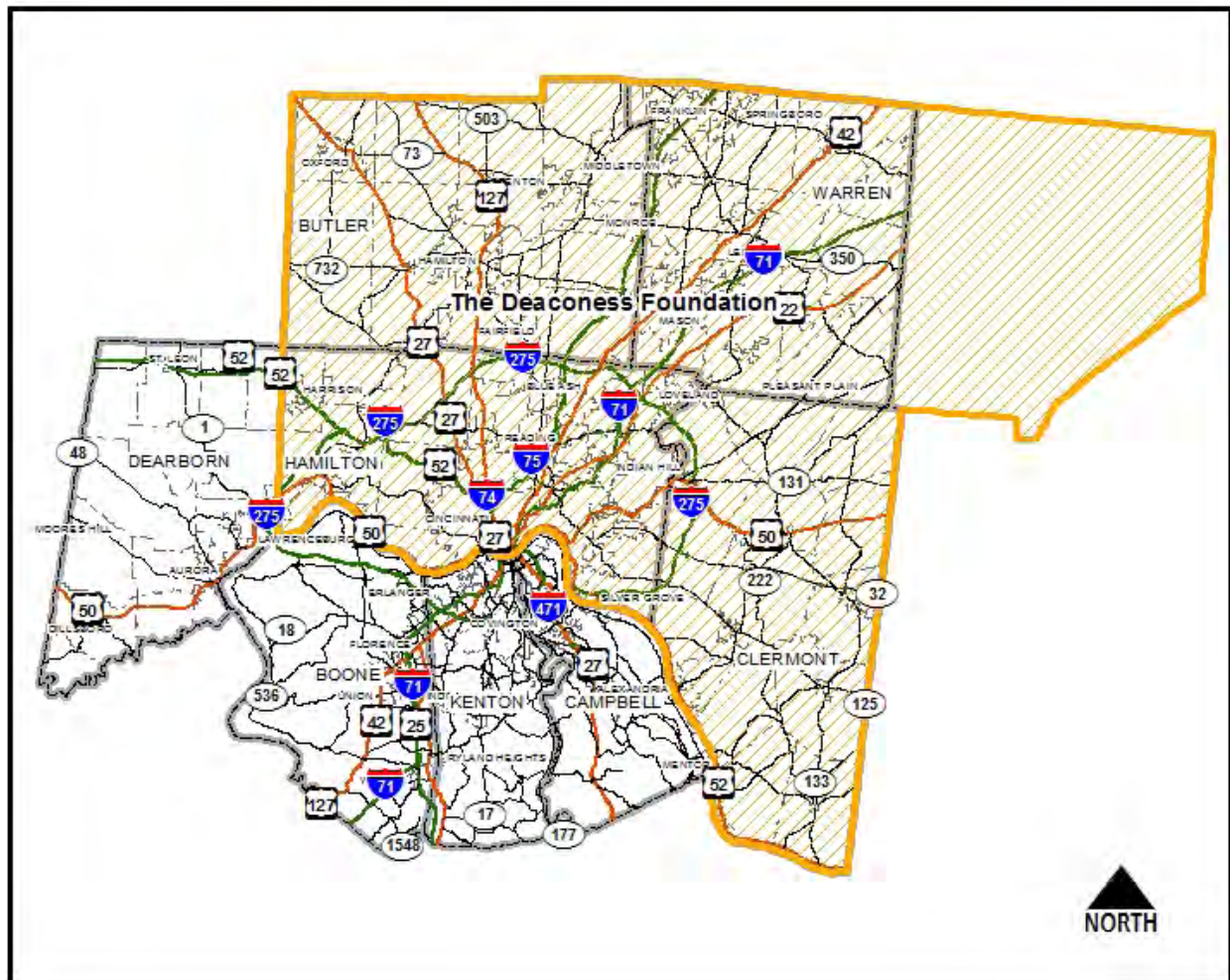
Type of Trips Provided

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

The Deaconess Foundation

Transportation Service Area

Butler, Clermont, Clinton, Hamilton, and Warren counties



Destinations or Areas Served Most Frequently

Medical and non-medical transportation

Contact:

Phone: (513) 559-2100

Episcopal Retirement Homes Transportation Services

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

The mission of Episcopal Retirement Homes is to enrich the lives of older adults in a person-centered, innovative, and spiritually based way.

Types of specialized transportation users served

People that are elderly

Time that Service is Provided

24/7 as needed

Type of Service Provided

Door-to-door service

Eligibility Requirements

Transportation is provided to the residents of Episcopal Retirement Homes.

Fares

- Car or Small Van - \$20 per hour
- Wheelchair-Lift Vehicle - \$35 per hour
- Evening/ Weekend Trip - \$35 per hour
- Airport Weekday - \$45 per trip
- Airport Weekend - \$60 per trip
- Hyde Park – Approximately \$5 each way; University Hospital – Approximately \$10 each way
- Minimum \$5 per trip
- Rides outside I-275 loop or more than 15 miles from facility cost full time of the driver

1-Way Trips per Month

n/a

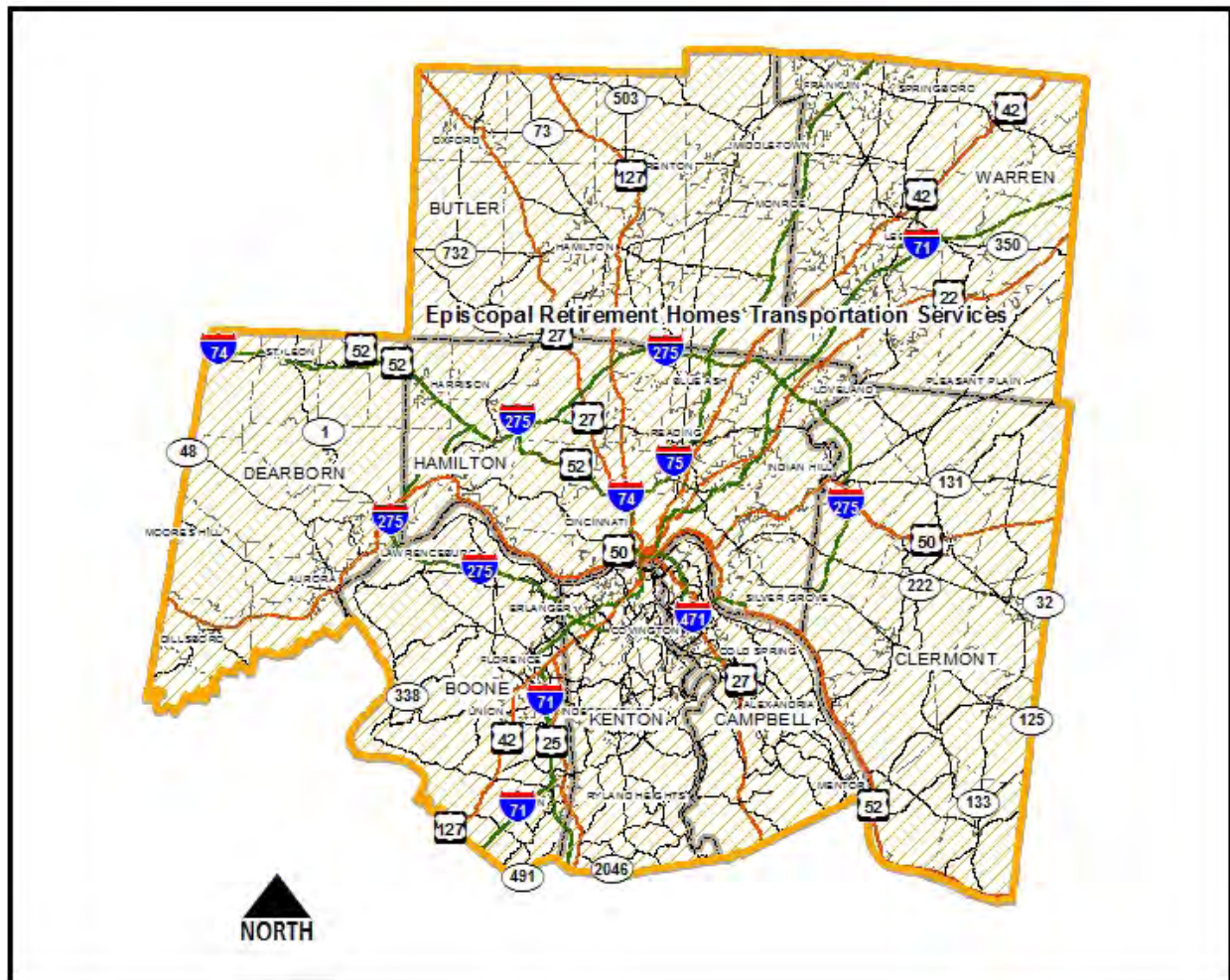
Type of Trips Provided

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

Episcopal Retirement Homes Transportation Services

Transportation Service Area

The OKI region



Destinations or Areas Served Most Frequently

Hyde Park, University Hospital, CVG Airport

Contact:

Phone: (513) 979-2209

Errands and Services

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

We provide courteous, reliable, insured transportation to seniors.

Types of specialized transportation users served

People that are elderly

Time that Service is Provided

n/a

Type of Service Provided

Door-to-door service

Eligibility Requirements

none.

Fares

n/a

1-Way Trips per Month

n/a

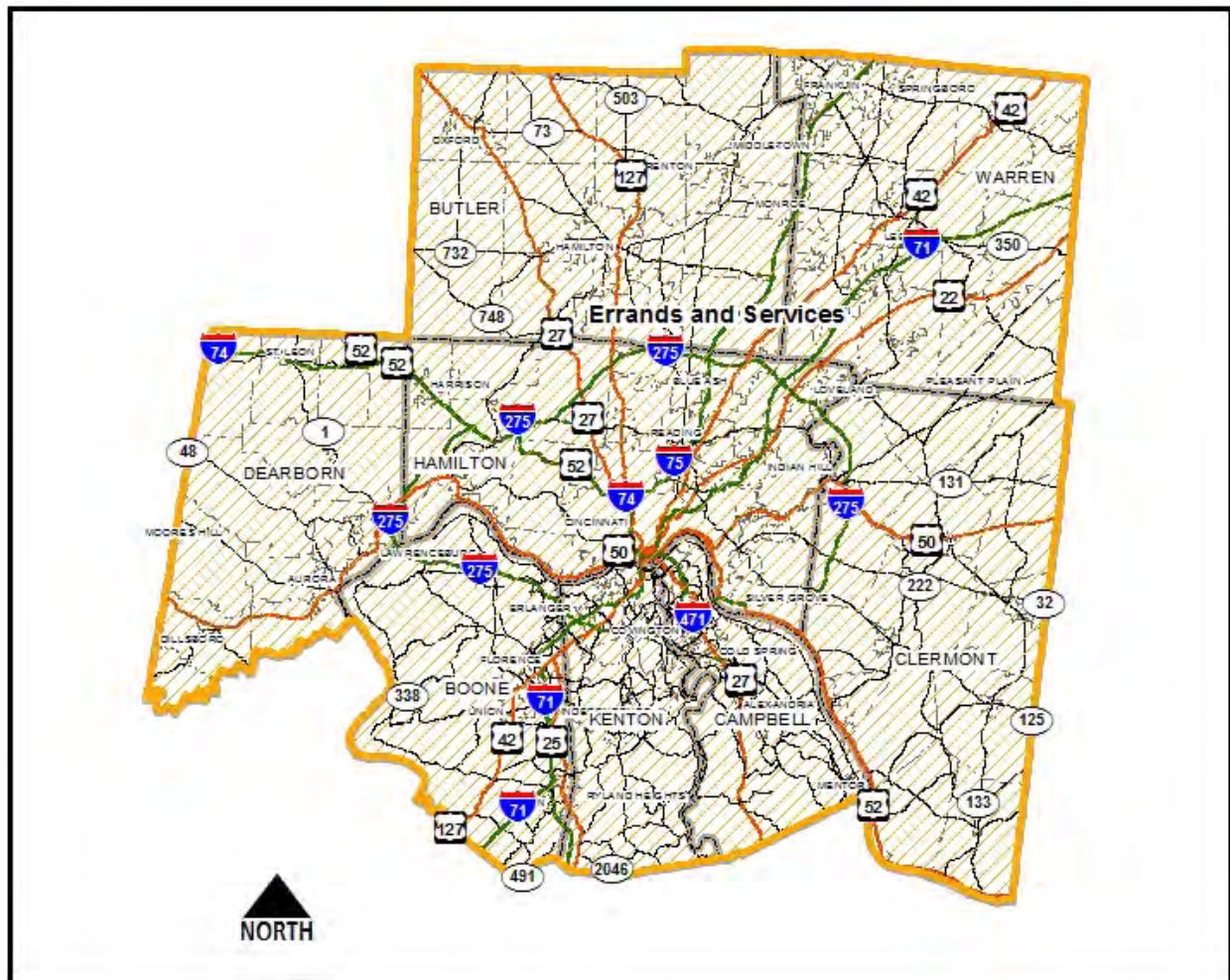
Type of Trips Provided

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

Errands and Services

Transportation Service Area

The OKI region



Destinations or Areas Served Most Frequently

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

Contact:

Phone: (513) 891-2367

Hyde Park Center for Older Adults

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

To enhance the intellectual, physical, social and spiritual well-being of older adults through supportive services and engaging activities

Types of specialized transportation users served

People that are elderly

Time that Service is Provided

8:45 AM to 3:30 PM

Type of Service Provided

Door-to-door service

Eligibility Requirements

Must reside in the service areas

Fares

Donation basis

1-Way Trips per Month

n/a

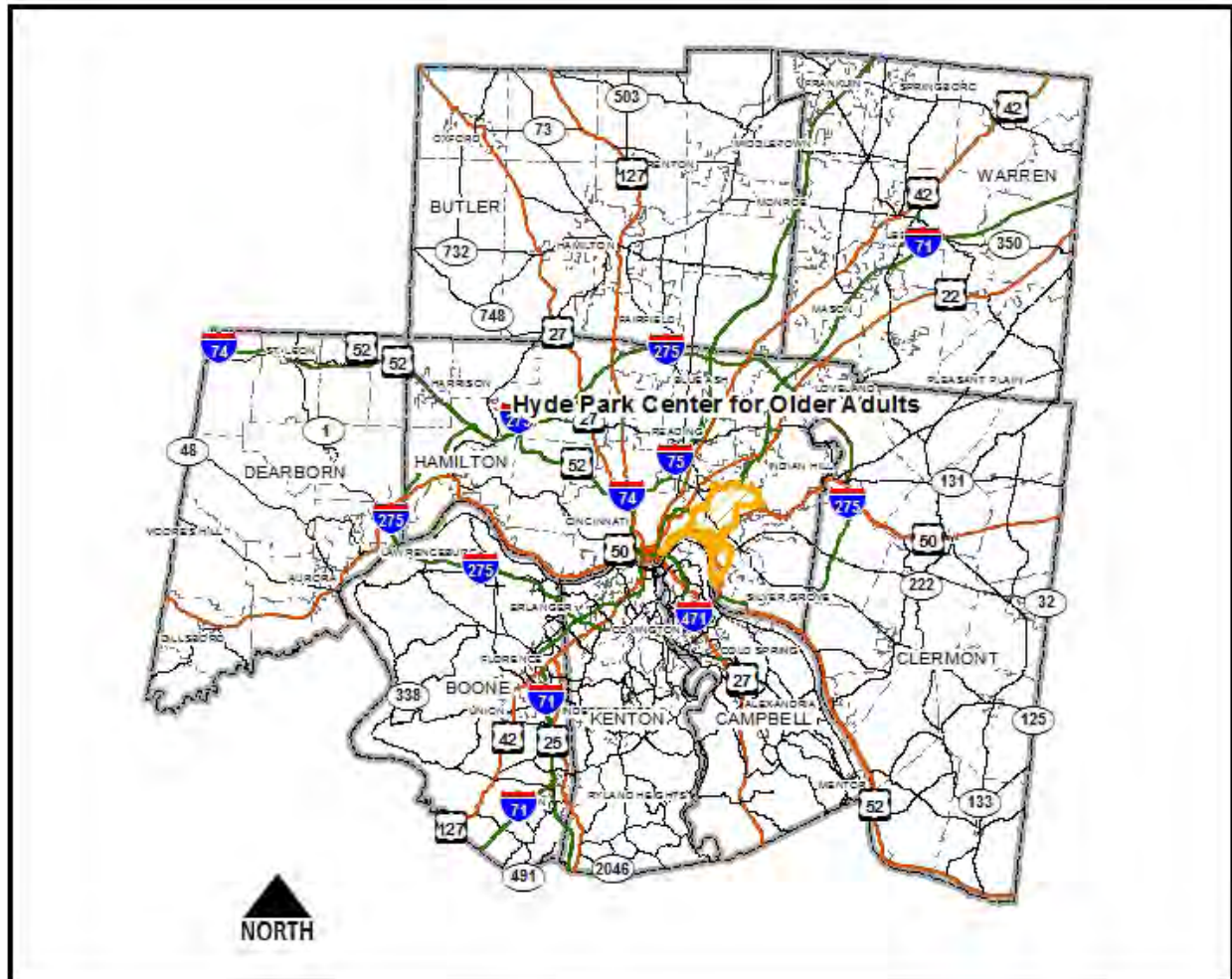
Type of Trips Provided

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

Hyde Park Center for Older Adults

Transportation Service Area

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



Destinations or Areas Served Most Frequently

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

Contact:

Phone: (513) 321-6816

In Good Hands Medical Transportation

Type of Transportation Provider: Private service agency

Agency mission statement or general description of services

To provide medical transportation services

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

n/a

Type of Service Provided

Door-to-door service

Eligibility Requirements

PASSPORT Program participants – medical appointments

Fares

n/a

1-Way Trips per Month

n/a

Type of Trips Provided

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

Medicaid Enhanced Transportation

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

To provide medical transportation services

Types of specialized transportation users served

People that are elderly or have low-income

Time that Service is Provided

Call for instructions – 5 Days notice required

Type of Service Provided

Curb to curb service

Eligibility Requirements

n/a

Fares

No cost as long as there is an open Medicaid case

1-Way Trips per Month

n/a

Type of Trips Provided

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

Meda-Care Transportation

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

To provide medical transportation services

Types of specialized transportation users served

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

Time that Service is Provided

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

Type of Service Provided

Door-to-door service

Eligibility Requirements

Medical appointments for ESP and PASSPORT

Fares

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

1-Way Trips per Month

n/a

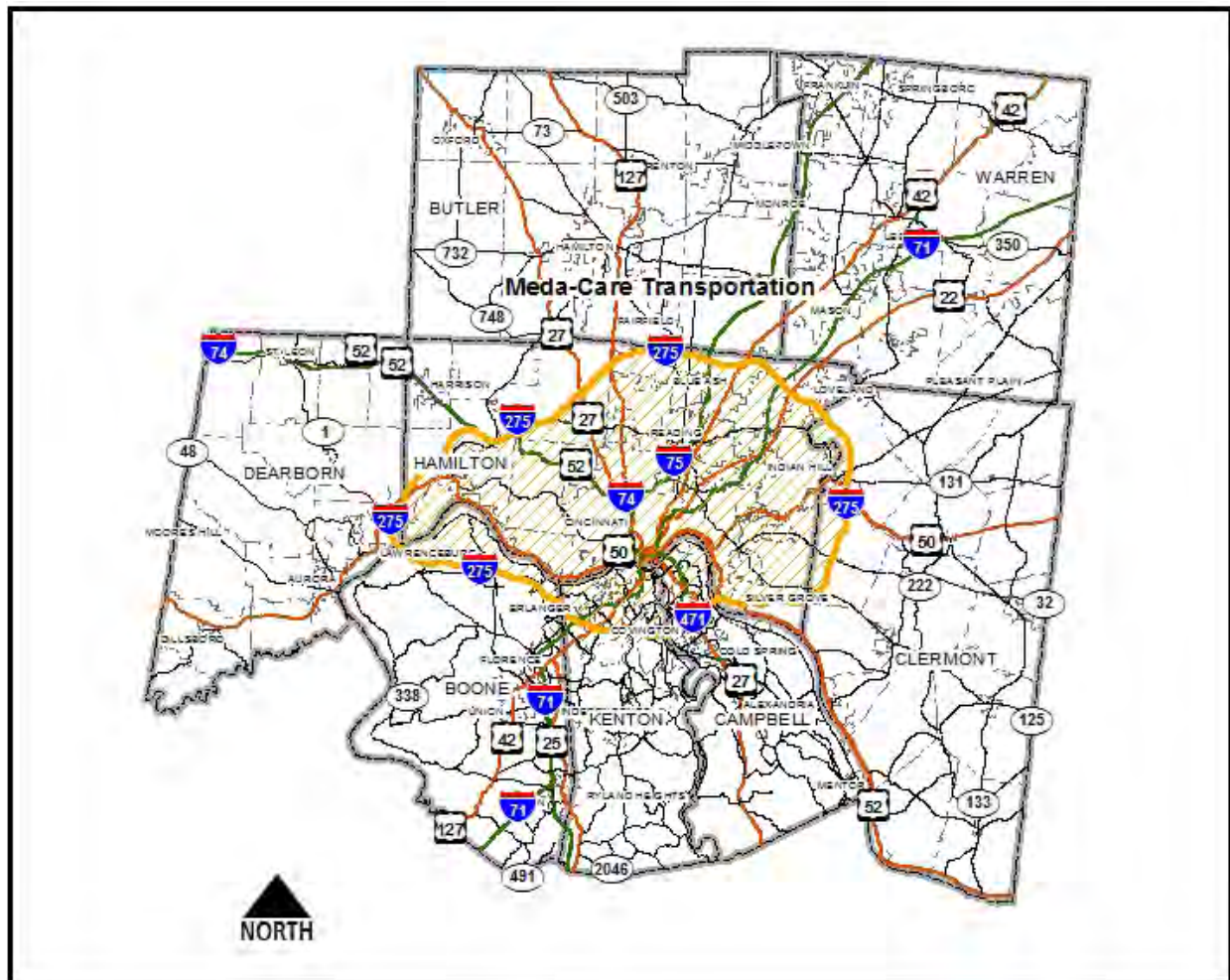
Type of Trips Provided

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

Meda-Care Transportation

Transportation Service Area

Greater Cincinnati within the I-275 loop



Destinations or Areas Served Most Frequently

Local hospitals and medical facilities

Contact:

Phone: (513) 521-4799

N Services, Inc.

Type of Transportation Provider: Private service agency

Agency mission statement or general description of services

The objective of N Services, Inc. is simply to provide its clients with personalized and dependable service of the highest quality and at the most competitive price

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

n/a

Type of Service Provided

Door-to-door service

Eligibility Requirements

PASSPORT Program participants – medical and non-medical transportation

Fares

n/a

1-Way Trips per Month

n/a

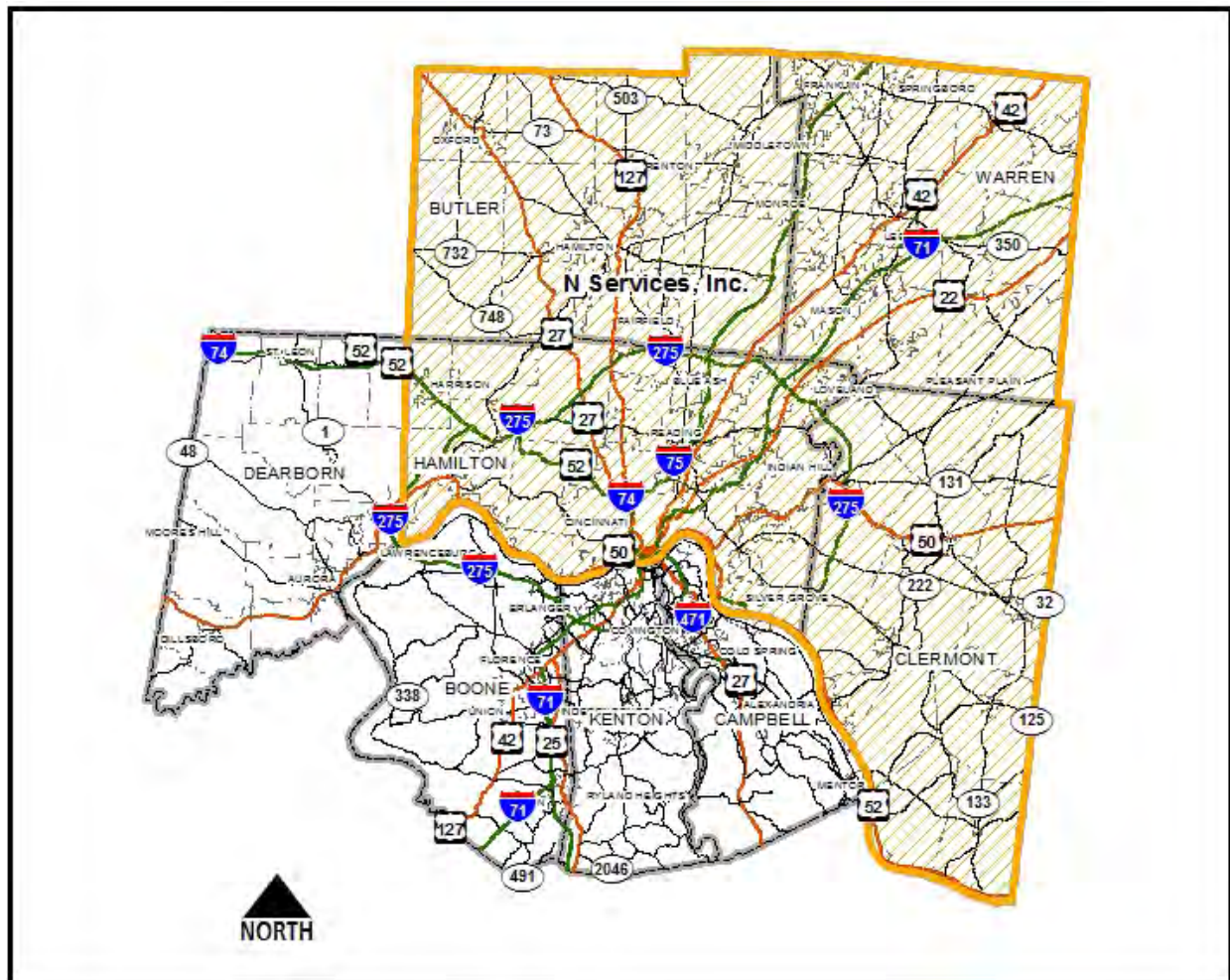
Type of Trips Provided

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

N Services, Inc.

Transportation Service Area

Butler, Clermont, Hamilton, and Warren counties



Destinations or Areas Served Most Frequently

Local hospitals and medical facilities

Contact:

Phone: (513) 792-0614

Nurses Care, Inc.

Type of Transportation Provider: Private service agency

Agency mission statement or general description of services

To provide medical and non-medical transportation for PASSPORT Program and Elderly Service Program participants

Types of specialized transportation users served

People that are elderly

Time that Service is Provided

n/a

Type of Service Provided

Door-to-door service

Eligibility Requirements

PASSPORT Program participants – and Elderly Service Program

Fares

n/a

1-Way Trips per Month

n/a

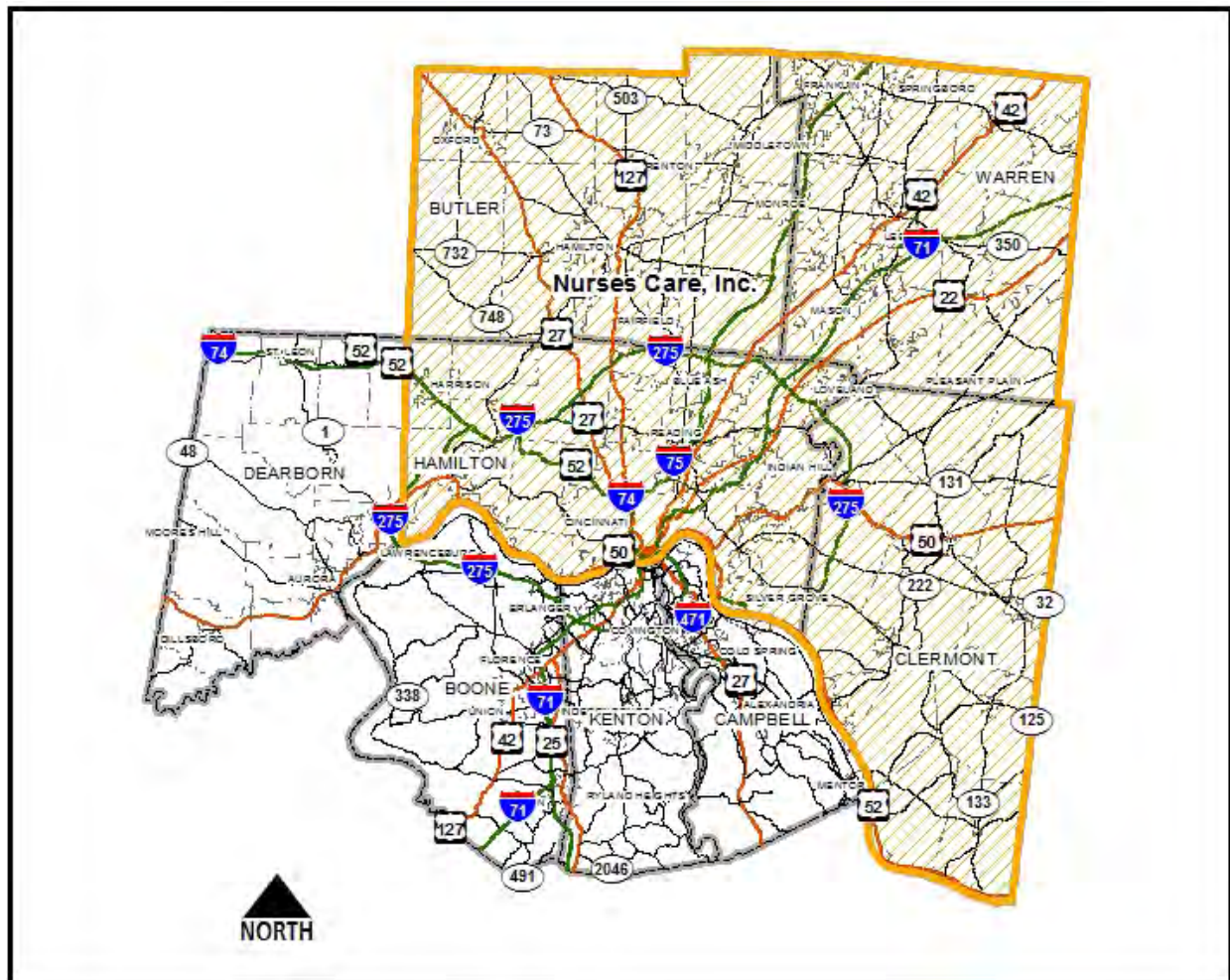
Type of Trips Provided

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

Nurses Care, Inc.

Transportation Service Area

Butler, Clermont, Hamilton, and Warren counties



Destinations or Areas Served Most Frequently

Local hospitals and medical facilities

Contact:

Phone: (513) 424-1141

Senior Independence

Type of Transportation Provider: Private social service agency

Agency mission statement or general description of services

Our mission to extend and enhance the independence and well being of older adults and build the capacity of family members, communities and organizations to care for them at home.

Types of specialized transportation users served

People that are elderly

Time that Service is Provided

n/a

Type of Service Provided

Door-to-door service

Eligibility Requirements

PASSPORT Program participants and Elderly Service Program participants

Fares

n/a

1-Way Trips per Month

n/a

Type of Trips Provided

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

Southwest Transportation Services, LLC

Type of Transportation Provider: Private social service agency

Agency mission statement or general description of services

Provide medical and non-medical transportation choices for PASSPORT Program participants

Types of specialized transportation users served

People that are elderly

Time that Service is Provided

n/a

Type of Service Provided

Door-to-door service

Eligibility Requirements

PASSPORT Program participants

Fares

n/a

1-Way Trips per Month

n/a

Type of Trips Provided

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

St. Vincent de Paul

Type of Transportation Provider: Non-profit service agency

Agency mission statement or general description of services

The Society of St. Vincent de Paul in Cincinnati is a non-profit organization providing a unique style of personal assistance with food, clothing, medicine, rent, utilities, transportation, and companionship to people facing economic, emotional, or spiritual crisis

Types of specialized transportation users served

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

Time that Service is Provided

n/a

Type of Service Provided

Door-to-door service

Eligibility Requirements

Fares

n/a

1-Way Trips per Month

n/a

Type of Trips Provided

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

Veterans Hospital

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

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

Types of specialized transportation users served

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

Time that Service is Provided

n/a

Type of Service Provided

Door-to-door service

Eligibility Requirements

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

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

Fares

Needs MD authorization – MD must complete written request for transportation

1-Way Trips per Month

n/a

Type of Trips Provided

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

Veterans Hospital

Transportation Service Area

All areas of Ohio and parts of Kentucky and Indiana



Destinations or Areas Served Most Frequently

VA medical facilities

Contact:

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

West Chester Senior Van Service

Type of Transportation Provider: Non-profit service agency

Agency mission statement or general description of services

West Chester's Senior Van Service is operated solely by volunteers. The Senior Van Service provides citizens of West Chester with transportation services to doctor's appointments, the grocery store, and other appointments. There are two passenger vans available, one of which is handicapped equipped. This is a joint venture between West Chester Township and Partners in Prime.

Types of specialized transportation users served

People that are elderly or physically disabled

Time that Service is Provided

n/a

Type of Service Provided

Door-to-door service

Eligibility Requirements

Anyone older than 60 years of age or handicapped adults younger than 60, if confined to a wheelchair are eligible. Individuals who are legally blind also qualify for this service

Fares

n/a

1-Way Trips per Month

n/a

Type of Trips Provided

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

ADDENDUM 2 (FY 2015)

Addendum 2 includes profiles of four social service agencies not participating in the agency survey or referenced in the 2012 Coordinated Plan.

The information regarding this agency was obtained following the preparation and adoption of the Coordinated Plan. This Addendum is included for additional reference and the incorporation of these profiles is intended as part of the next update of the Coordinated Public Transit – Human Services Transportation Plan.

Community Services of Northern Kentucky

Type of Transportation Provider: Non-profit Medical Model Adult Day Care Center

Agency mission statement or general description of services

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

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

Weekdays during normal daytime hours

Type of Service Provided

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

Eligibility Requirements

Approval by Medicaid.

Fares

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

1-Way Trips per Month

428

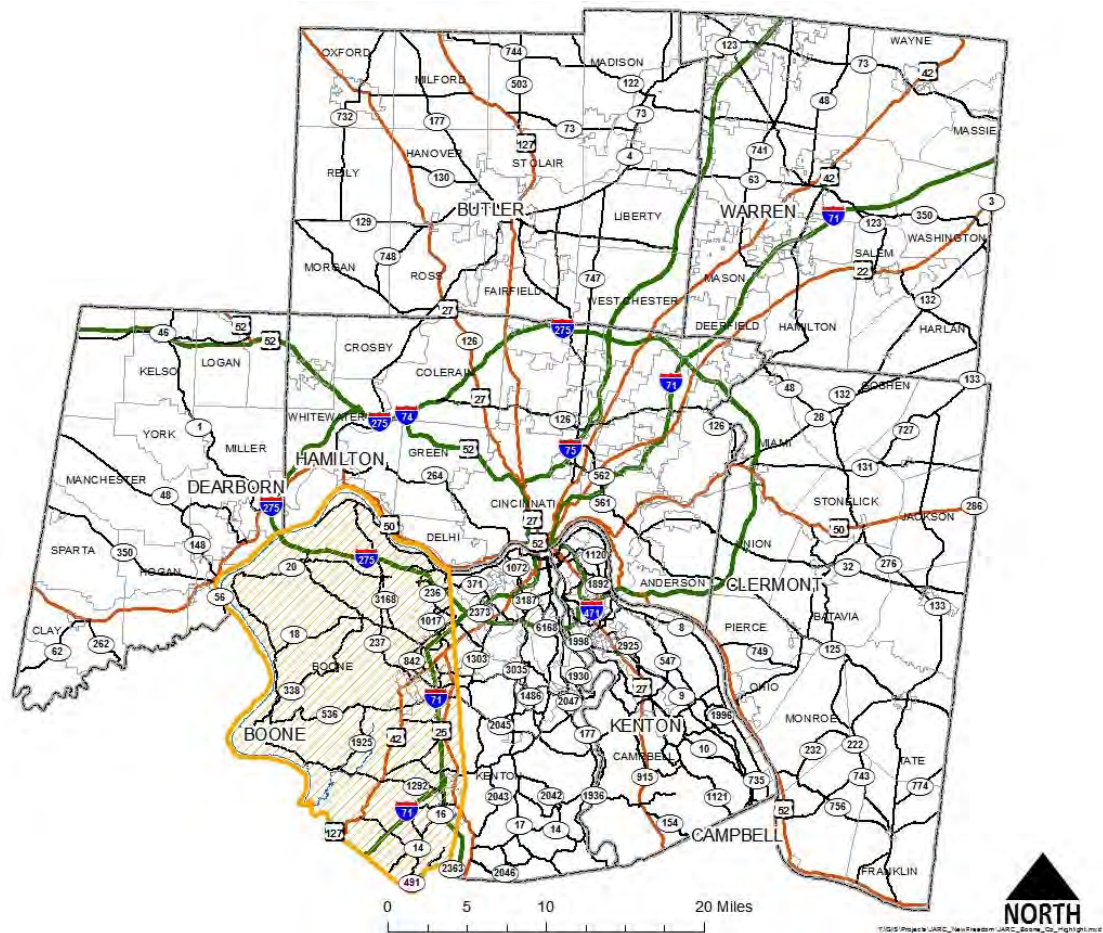
Type of Trips Provided

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

Community Services of Northern Kentucky

Transportation Service Area

Primarily Boone County, Kentucky



Destinations or Areas Served Most Frequently

Boone County, Kentucky

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

Contact: Lisa West

Phone: (859) 525-1128

Easter Seals TriState

Type of Transportation Provider: Social service agency

Agency mission statement or general description of services

Easter Seals TriState's mission is to empower individuals with disabilities and disadvantages to more fully live, learn, work, and play in our communities. Our vision is a community where everyone experiences the pride of achievement and the security of belonging. We provide vocational, educational, employment, therapeutic and recreational programs and services to over 12,000 teens and adults who face multiple barriers to their educational, employment, and quality of life goals. Easter Seals TriState provides programs and services to the following populations:

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

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

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

Type of Service Provided

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

Eligibility Requirements

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

Fares

Trips are paid for by the local county board of developmental disability, Intermediate Care Facility for the Developmentally Disabled, or Medicaid waiver. There is no charge to the individual being transported.

1-Way Trips per Month

174

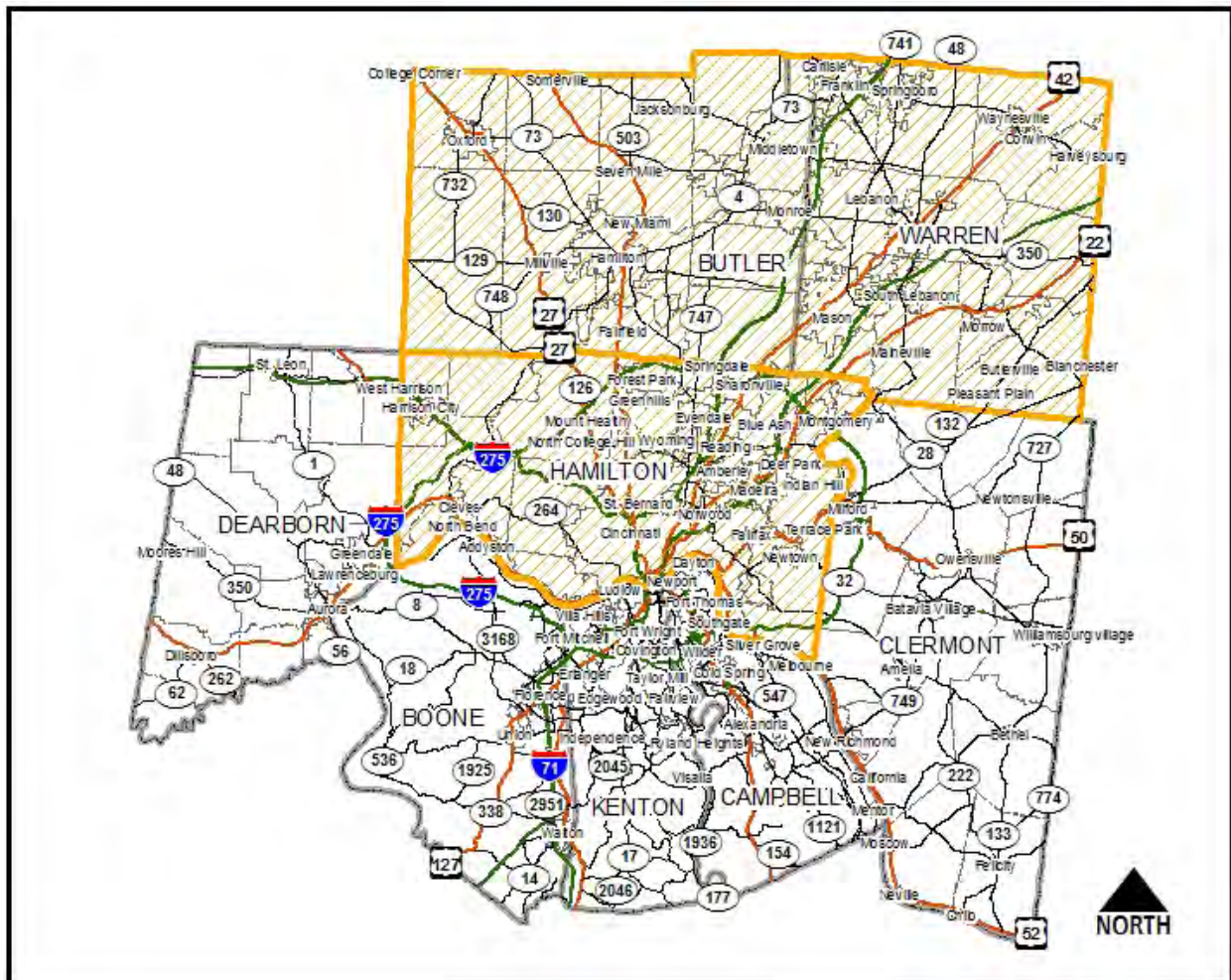
Type of Trips Provided

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

Easter Seals TriState

Transportation Service Area

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



Destinations or Areas Served Most Frequently

Greater Cincinnati area, primarily Hamilton and Butler counties

Contact: David Wolfzorn, CFO, Easter Seals TriState

Phone: (513) 281-2316

Mercy Health – West Park Senior Living and Rehabilitation

Type of Transportation Provider: Non-profit Senior Living and Rehabilitation Community

Agency mission statement or general description of services

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

Types of specialized transportation users served

People that are elderly or have physical disabilities

Time that Service is Provided

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

Type of Service Provided

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

Eligibility Requirements

Resident of Mercy Health – West Park

Fares

No fare.

1-Way Trips per Month

902

Type of Trips Provided

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

Mercy Health – West Park Senior Living and Rehabilitation

Transportation Service Area

Entire Tri-state region



Destinations or Areas Served Most Frequently

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

Contact: Kris Coulter Morehart, LISW-S

Phone: (513) 451-8900

The Knolls of Oxford

Type of Transportation Provider: Non-profit Continuing Care Retirement Community

Agency mission statement or general description of services

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

Types of specialized transportation users served

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

Time that Service is Provided

24/7

Type of Service Provided

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

Eligibility Requirements

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

Fares

No

1-Way Trips per Month

440

Type of Trips Provided

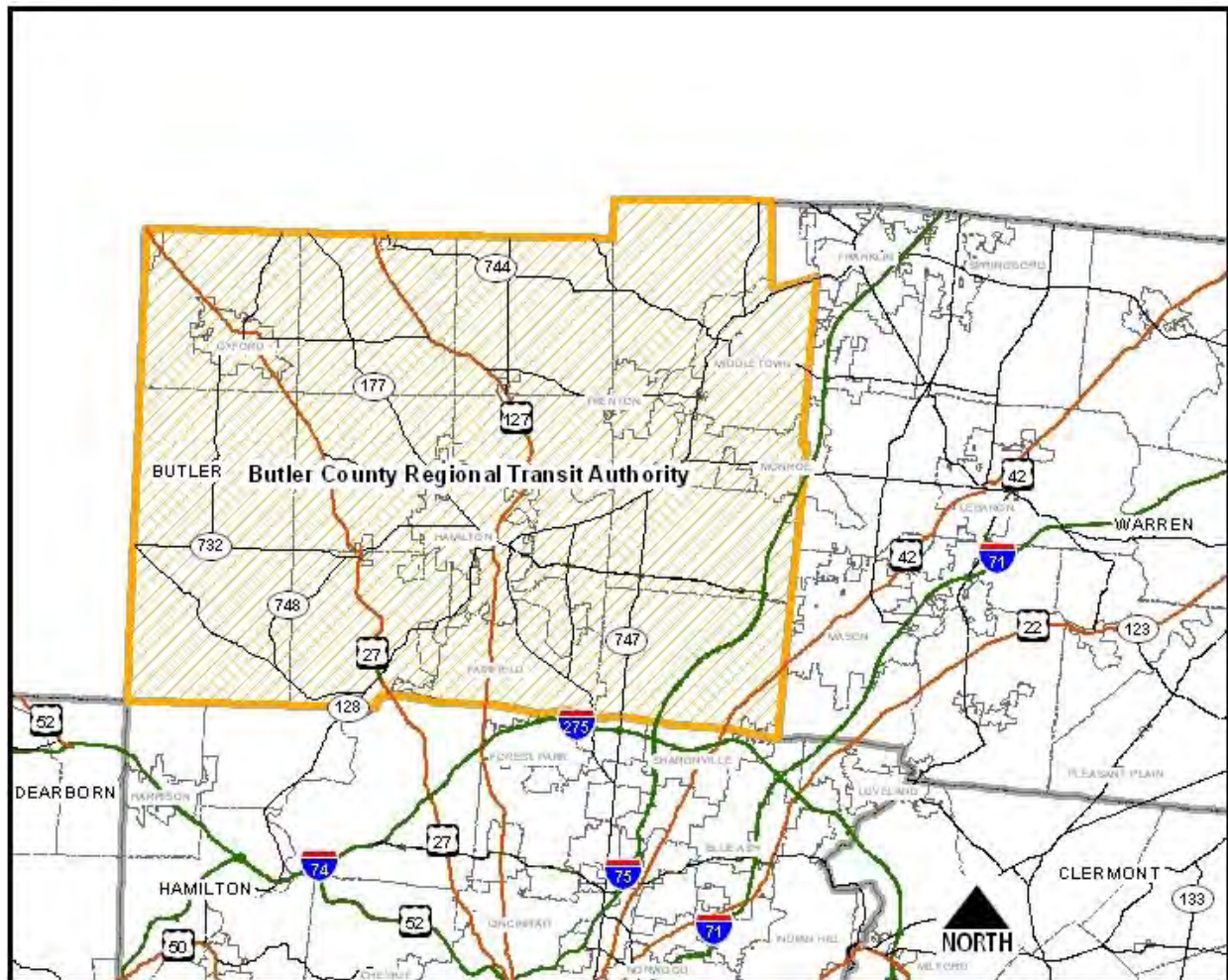
√	General transportation		Places of employment
	Transit agency		Job training
√	Residential/home service	√	Grocery shopping
√	Nursing homes, retirement centers, senior centers	√	Other life maintenance: shopping, post office, banking
√	Social service agencies/organizations	√	Social or entertainment
√	Medical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

- * Trips provided to Miami University for cultural, educational and wellness events (their recreation center serves our residents for a place to have physical activities, for example). We also provide trips in partnership with other social service groups, like Oxford Senior Center and for youth programs in Oxford.

The Knolls of Oxford

Transportation Service Area

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



Destinations or Areas Served Most Frequently

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

Contact: Julie Budden, Director of Corporate Development

Phone: (513) 782-2428

ADDENDUM 3 (FY 2016)

Addendum 3 includes profiles of two social service agencies not participating in the agency survey or referenced in the 2012 Coordinated Plan.

The information regarding this agency was obtained following the preparation and adoption of the Coordinated Plan. This Addendum is included for additional reference and the incorporation of these profiles is intended as part of the next update of the Coordinated Public Transit – Human Services Transportation Plan.

Bittersweet at Middletown

Type of Transportation Provider: Social service agency, Private/commercial with handicapped accessibility

Agency mission statement or general description of services

The mission of Bittersweet Middletown is to positively impact the lives of individuals with autism and those whose lives they touch.

Bittersweet Middletown provides support services that include residential, vocational, and day program at Safe Haven Farms, which is situated on 59 acres in rural Butler County, in Middletown, Ohio. Safe Haven Farms was founded in 2010 by a group of parents who wanted to provide an agricultural community in which their adult children with autism could live and work. The agricultural setting allows for the opportunity to learn new skills that build greater independence, self-worth and dignity. Bittersweet, Inc. has provided services in Ohio for individuals with autism for 32 years and has provided support services to Safe Haven Farms since March 2013.

Types of specialized transportation users served

People with physical disabilities; People with mental disabilities; Low-Income People (all users have autism)

Time that Service is Provided

24/7

Type of Service Provided

Fixed Route (Pick up/Drop off from for day program); Door-to-door service; Thru-the-door to thru-the-door service; demand response/on demand service; same-day service; next day service

Eligibility Requirements

All users are residents of Safe Haven or participate in the day program

Fares

None

1-Way Trips per Month

620

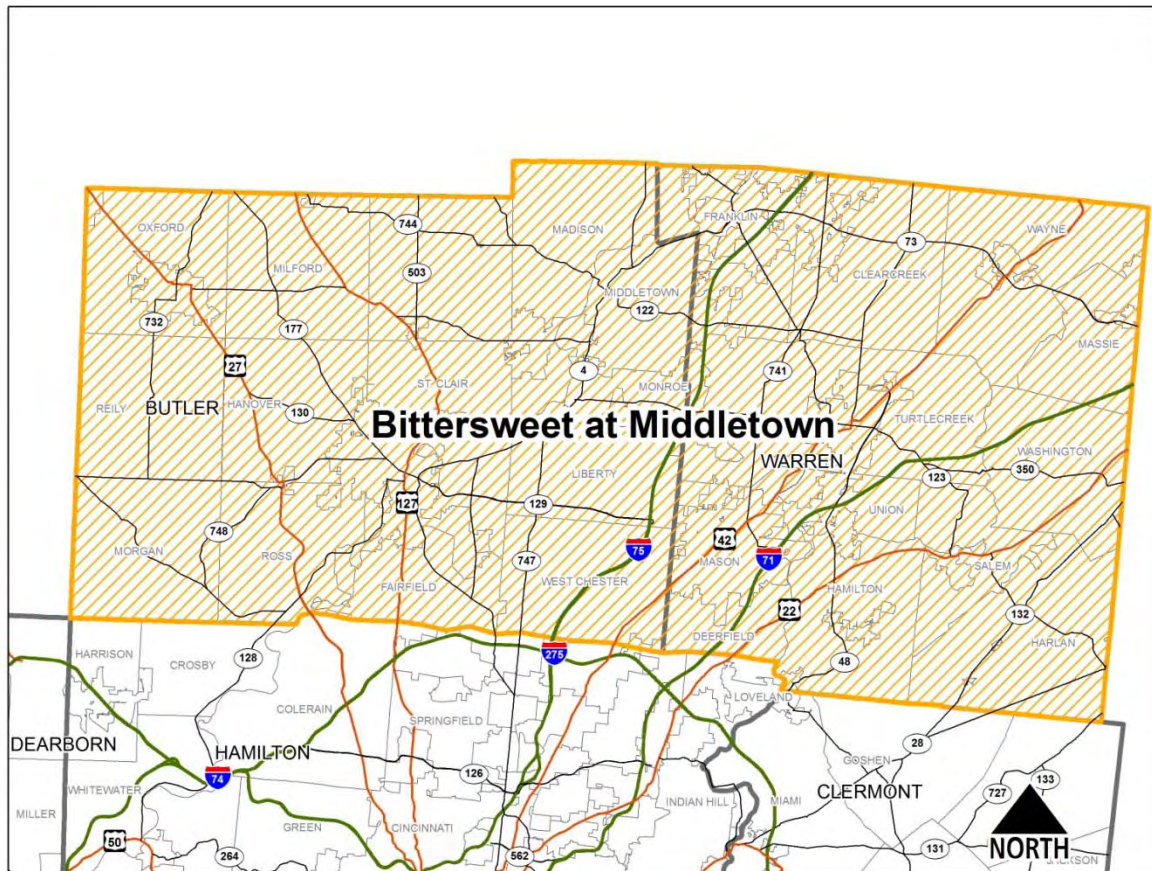
Type of Trips Provided

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

Bittersweet at Middletown

Transportation Service Area

Bittersweet Middletown at Safe Haven is located in the northeast corner of Butler County which is in the southwest part of Ohio. Our location is in a very rural part of the county. The closest grocery store and hospital are 15 miles and the closest gas station is 5 miles. Middletown is the closet town and it is about 10 miles. The closest large city is Dayton at 25 miles. Cincinnati is 45 miles.



Destinations or Areas Served Most Frequently

Butler and Warren Counties; Medical appointments (doctor, dentist, mental health professional, and urgent care clinic)

Contact:

Stephanie Stier

Phone: 513-422-1880 ext. 102

Email: stier@bittersweetfarms.org

SEM Villa, Inc.

Type of Transportation Provider: Non-profit Senior Housing provider for low income elderly and disabled residents.

Agency mission statement or general description of services

The SEM communities which include SEM Villa, SEM Laurels, SEM Terrace and SEM Manor provide a non-profit ministry dedicated to providing services for low income elderly and disabled residents. SEM serves persons of varying economic circumstances, ethnic origins and religious affiliations. The SEM communities endeavor to minister to the whole person and strives to operate our residential facilities which preserves and promotes human dignity, self determination, individual freedom and accustomed lifestyle.

Types of specialized transportation users served

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

Time that Service is Provided

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

Type of Service Provided

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

Eligibility Requirements

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

Fares

\$3.00 - \$6.00 round trip

1-Way Trips per Month

40

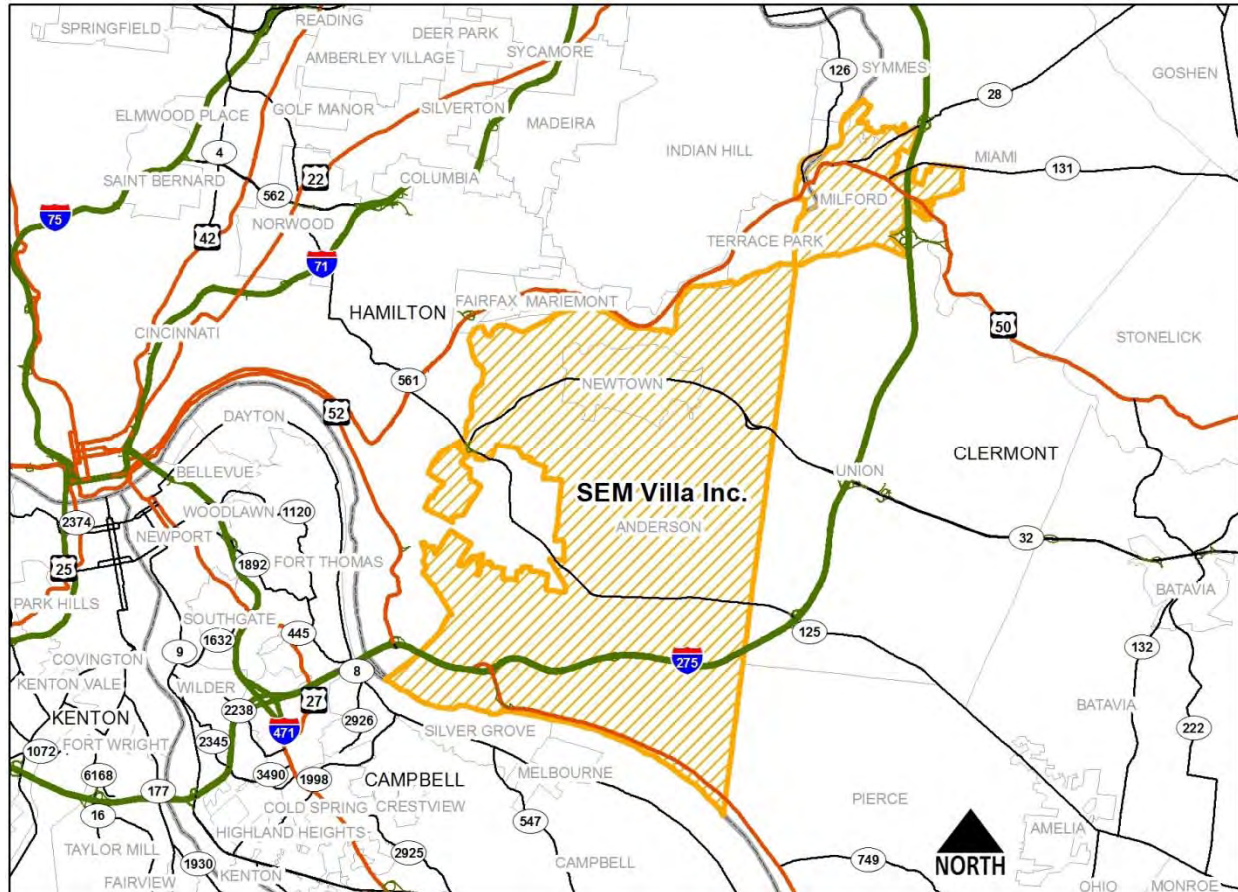
Type of Trips Provided

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

SEM Villa, Inc.

Transportation Service Area

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



Destinations or Areas Served Most Frequently

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

Contact: Julie Foley, Administrator

Phone: (513) 831-3262

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Section 1 – Required Documents



Proposal Signature Page

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PROPOSAL SIGNATURE PAGE
TRANSPORTATION SERVICES
CONTRACT 17-01-01

BUTLER COUNTY VETERANS SERVICE COMMISSION
315 HIGH STREET 1ST FLOOR
HAMILTON OHIO 45011

PROPOSAL SUBMISSION DEADLINE: February 3, 2017 at 2:30 PM Local Time

COMPANY NAME: Butler County Regional Transit Authority

DBA: _____

ADDRESS: 3045 Moser Court

Hamilton, Ohio 45011

TELEPHONE NO. 513.785.5237 FAX NO. 513.844.1361

CONTACT PERSON: Matthew Dutkevicz

E-MAIL ADDRESS: dutkeviczmm@butlercountyrta.com

CERTIFICATION: This proposal has been completed in accordance with the specifications. I hereby certify that, to the best of my knowledge, the information contained herein is accurate, complete and current as of this date. I hereby certify that I have the authority to submit this proposal and to negotiate, sign, modify and terminate contracts on behalf of the above named organization. I also certify that the proposal and pricing shall remain in effect and unchanged for 120 days from proposal due date.

Name and signature of organization officer authorized to bind the company to all commitments made in the proposal.

SIGNATURE:  DATE: 2/1/2017

TYPED/PRINTED NAME: Matthew M. Dutkevicz

TITLE: Executive Director

Bid Bond

[next page, original ONLY]

Bid Sheet

[next page]

PROPOSAL RATES - Attachment F
TRANSPORTATION SERVICES - CONTRACT NO. 17-01-01
BUTLER COUNTY VETERANS SERVICE COMMISSION

BIDDER: Butler County Regional Transit Authority

Complete the proposed cost for each service year (service year runs from April through March). Identify any service you will not be submitting a proposed cost for as "not applicable or N/A".

SERVICE YEAR	SERVICE	UNIT RATE	DEFINE UNIT
1ST YEAR 2017-2018	LOCAL AMBULATORY TRANSPORTATION	\$ 19.90 Per trip	
	LOCAL NON-AMBULATORY TRANSPORTATION	\$ 19.90 Per trip	
	OUTSIDE BUTLER COUNTY AMBULATORY TRANSPORTATION - DAYTON SERVICE DVAMC	\$ 45.00 Per trip	
	OUTSIDE BUTLER COUNTY NON-AMBULATORY TRANSPORTATION - DAYTON SERVICE DVAMC	\$ 45.00 Per trip	
	OUTSIDE BUTLER COUNTY AMBULATORY TRANSPORTATION - CINCINNATI SERVICE CVAMC	\$ 90.00 Per trip	
	OUTSIDE BUTLER COUNTY NON-AMBULATORY TRANSPORTATION - CINCINNATI SERVICE CVAMC	\$ 90.00 Per trip	
	FUEL SURCHARGE (if applicable) OTHER (Identify)		
2ND YEAR 2018-2019	LOCAL AMBULATORY TRANSPORTATION	\$ 20.40 Per trip	
	LOCAL NON-AMBULATORY TRANSPORTATION	\$ 20.40 Per trip	
	OUTSIDE BUTLER COUNTY AMBULATORY TRANSPORTATION - DAYTON SERVICE DVAMC	\$ 46.12 Per trip	
	OUTSIDE BUTLER COUNTY NON-AMBULATORY TRANSPORTATION - DAYTON SERVICE DVAMC	\$ 46.12 Per trip	
	OUTSIDE BUTLER COUNTY AMBULATORY TRANSPORTATION - CINCINNATI SERVICE CVAMC	\$ 92.25 Per trip	
	OUTSIDE BUTLER COUNTY NON-AMBULATORY TRANSPORTATION - CINCINNATI SERVICE CVAMC	\$ 92.25 Per trip	
	FUEL SURCHARGE (if applicable) OTHER (Identify)		
3RD YEAR 2019-2020	LOCAL AMBULATORY TRANSPORTATION	\$ 20.90 Per trip	
	LOCAL NON-AMBULATORY TRANSPORTATION	\$ 20.90 Per trip	
	OUTSIDE BUTLER COUNTY AMBULATORY TRANSPORTATION - DAYTON SERVICE DVAMC	\$ 47.28 Per trip	
	OUTSIDE BUTLER COUNTY NON-AMBULATORY TRANSPORTATION - DAYTON SERVICE DVAMC	\$ 47.28 Per trip	
	OUTSIDE BUTLER COUNTY AMBULATORY TRANSPORTATION - CINCINNATI SERVICE CVAMC	\$ 94.56 Per trip	
	OUTSIDE BUTLER COUNTY NON-AMBULATORY TRANSPORTATION - CINCINNATI SERVICE CVAMC	\$ 94.56 Per trip	
	FUEL SURCHARGE (if applicable) OTHER (Identify)		




SIGNATURE DATE

Budget - Line Items & Narrative

[next page]

BCVSC TRANSPORTATION RFP - Contract No. 17-01-001

BUDGET SUMMARY - PAGE 1

BIDDER NAME: Butler County Regional Transit Authority

BUDGET PREPARED FOR PERIOD: APRIL 1, 2017 THROUGH MARCH 31,2018

CHANGE AS APPLICABLE TO EACH CONTRACT YEAR

****COMPLETE A BUDGET FOR EACH CONTRACT YEAR**

INDICATE NAME OF SERVICE IN APPROPRIATE COLUMN BELOW (ie LOCAL ONLY, OUTSIDE COUNTY ONLY, ALL TRANSPORTATION)

EXPENSES BY PROGRAM SERVICES	LOCAL AMBULATORY/NON- AMBULATORY TRANSPORTATION	OUTSIDE BUTLER COUNTY - DVAMC	OUTSIDE BUTLER COUNTY - CVAMC	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
A. STAFF SALARIES	76,711.82	45,915.00	286,801.31	316,234.00	1,846,837.88	2,572,500.00
B. EMPLOYEE PAYROLL TAXES & BENEFITS	22,122.21	13,241.00	82,707.97	119,666.35	611,187.47	848,925.00
C. PROFESSIONAL & CONTRACTED SERVICES	3,450.94	2,065.52	12,901.99	106,400.00	200,181.55	325,000.00
D. CONSUMABLE SUPPLIES	878.44	525.78	3,284.22	3,000.00	40,311.56	48,000.00
E. OCCUPANCY	1,741.73	1,042.49	6,511.78	39,000.00	46,703.99	95,000.00
F. PROGRAM	12,003.11	7,184.33	44,875.84	0.00	342,936.72	407,000.00
G. INSURANCE	1,557.36	932.14	5,822.49	0.00	161,688.00	170,000.00
H. EQUIPMENT	0.00	0.00	0.00	0.00	0.00	0.00
I. MISCELLANEOUS	0.00	0.00	0.00	92,075.00	0.00	92,075.00
J. PROFIT MARGIN	0.00	0.00	0.00	0.00	0.00	0.00
SUB-TOTAL OF EACH COLUMN	118,465.61	70,906.26	442,905.60	676,375.35	3,249,847.17	4,558,500.00
ALLOCATION OF MGT/INDIRECT COSTS	11,846.56	7,090.63	44,290.56	-676,375.35	613,147.60	0.00
TOTAL PROGRAM EXPENSES	130,312.17	77,996.89	487,196.16	0.00	3,862,994.78	4,558,500.00

BCVSC TRANSPORTATION RFP - Contract No. 17-01-001

BUDGET SUMMARY - PAGE 1

BIDDER NAME: Butler County Regional Transit Authority

BUDGET PREPARED FOR PERIOD: APRIL 1, 2018 THROUGH MARCH 31, 2019

CHANGE AS APPLICABLE TO EACH CONTRACT YEAR

****COMPLETE A BUDGET FOR EACH CONTRACT YEAR**

INDICATE NAME OF SERVICE IN APPROPRIATE COLUMN BELOW (ie LOCAL ONLY, OUTSIDE COUNTY ONLY, ALL TRANSPORTATION)

EXPENSES BY PROGRAM SERVICES	LOCAL AMBULATORY/NON- AMBULATORY TRANSPORTATION	OUTSIDE BUTLER COUNTY - DVAMC	OUTSIDE BUTLER COUNTY - CVAMC	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
A. STAFF SALARIES	78,629.61	47,062.87	293,971.34	324,139.85	1,893,008.83	2,636,812.50
B. EMPLOYEE PAYROLL TAXES & BENEFITS	22,675.26	13,572.02	84,775.67	122,658.01	626,467.16	870,148.13
C. PROFESSIONAL & CONTRACTED SERVICES	3,537.22	2,117.16	13,224.53	109,060.00	205,186.09	333,125.00
D. CONSUMABLE SUPPLIES	900.40	538.93	3,366.32	3,075.00	41,319.35	49,200.00
E. OCCUPANCY	1,785.27	1,068.56	6,674.58	39,975.00	47,871.59	97,375.00
F. PROGRAM	12,303.19	7,363.93	45,997.74	0.00	351,510.14	417,175.00
G. INSURANCE	1,596.30	955.45	5,968.06	0.00	165,730.20	174,250.00
H. EQUIPMENT	0.00	0.00	0.00	0.00	0.00	0.00
I. MISCELLANEOUS	0.00	0.00	0.00	94,376.87	0.00	94,376.87
J. PROFIT MARGIN	0.00	0.00	0.00	0.00	0.00	0.00
SUB-TOTAL OF EACH COLUMN	121,427.25	72,678.92	453,978.24	693,284.74	3,331,093.35	4,672,462.50
ALLOCATION OF MGT/INDIRECT COSTS	12,142.73	7,267.89	45,397.82	-693,284.74	628,476.29	0.00
TOTAL PROGRAM EXPENSES	133,569.98	79,946.81	499,376.06	0.00	3,959,569.65	4,672,462.50

BCVSC TRANSPORTATION RFP - Contract No. 17-01-001

BUDGET SUMMARY - PAGE 1

BIDDER NAME: Butler County Regional Transit Authority

BUDGET PREPARED FOR PERIOD: APRIL 1, 2019 THROUGH MARCH 31,2020

CHANGE AS APPLICABLE TO EACH CONTRACT YEAR

****COMPLETE A BUDGET FOR EACH CONTRACT YEAR**

INDICATE NAME OF SERVICE IN APPROPRIATE COLUMN BELOW (ie LOCAL ONLY, OUTSIDE COUNTY ONLY, ALL TRANSPORTATION)

EXPENSES BY PROGRAM SERVICES	LOCAL AMBULATORY/NON- AMBULATORY TRANSPORTATION	OUTSIDE BUTLER COUNTY - DVAMC	OUTSIDE BUTLER COUNTY - CVAMC	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
A. STAFF SALARIES	80,595.35	48,239.44	301,320.62	332,243.35	1,940,334.05	2,702,732.81
B. EMPLOYEE PAYROLL TAXES & BENEFITS	23,242.15	13,911.33	86,895.06	125,724.46	642,128.84	891,901.83
C. PROFESSIONAL & CONTRACTED SERVICES	3,625.65	2,170.09	13,555.15	111,786.50	210,315.74	341,453.13
D. CONSUMABLE SUPPLIES	922.91	552.40	3,450.48	3,151.88	42,352.33	50,430.00
E. OCCUPANCY	1,829.91	1,095.27	6,841.44	40,974.38	49,068.38	99,809.37
F. PROGRAM	12,610.77	7,548.03	47,147.68	0.00	360,297.89	427,604.38
G. INSURANCE	1,636.21	979.33	6,117.26	0.00	169,873.45	178,606.25
H. EQUIPMENT	0.00	0.00	0.00	0.00	0.00	0.00
I. MISCELLANEOUS	0.00	0.00	0.00	96,736.30	0.00	96,736.30
J. PROFIT MARGIN	0.00	0.00	0.00	0.00	0.00	0.00
SUB-TOTAL OF EACH COLUMN	124,462.94	74,495.89	465,327.69	710,616.85	3,414,370.69	4,789,274.06
ALLOCATION OF MGT/INDIRECT COSTS	12,446.29	7,449.59	46,532.77	-710,616.85	644,188.20	0.00
TOTAL PROGRAM EXPENSES	136,909.23	81,945.48	511,860.46	0.00	4,058,558.89	4,789,274.06

BCVSC TRANSPORTATION RFP - Contract No. 17-01-001
STAFF SALARIES - PAGE 2

A. STAFF SALARIES - Attach Extra Pages for Staff, if needed.

POSITION TITLE	# STAFF	HRS WK	Annual Cost	LOCAL	OUTSIDE BUTLER COUNTY - DVAMC	OUTSIDE BUTLER COUNTY - CVAMC	MGMT INDIRECT	OTHER DIRECT SERVICE	TOTAL EXPENSE
				AMBULATORY/NON- AMBULATORY TRANSPORTATION					
VEHICLE OPERATOR - DR	25.00	35.0	633,884.00	58,069.90	34,757.08	217,105.05		323,951.97	633,884.00
DISPATCH	7.00	38.0	232,424.00	7,228.93	4,326.80	27,026.70		193,841.58	232,424.00
SCHEDULING	2.00	40.0	73,953.00	2,300.11	1,376.71	8,599.39		61,676.79	73,953.00
SUPERVISION	4.00	40.0	143,321.00	4,457.62	2,668.06	16,665.63		119,529.69	143,321.00
VEHICLE MAINTENANCE	4.00	40.0	169,035.00	4,026.16	2,409.81	15,052.55		147,546.47	169,035.00
VEHICLE CLEANING	VARIES	20.0	26,412.00	629.09	376.54	2,351.99		23,054.38	26,412.00
VEHICLE OPERATOR - CR	13.00	35.0	274,683.00					274,683.00	274,683.00
VEHICLE OPERATOR - FR	22.00	35.0	480,694.00					480,694.00	480,694.00
ADMIN - OFFICE	6.00	40.0	316,234.00				316,234.00		316,234.00
ADMIN - OPERATIONS	5.00	40.0	204,956.00					204,956.00	204,956.00
FACILITY MAINTENANCE	VARIES	20.0	16,904.00					16,904.00	16,904.00
									0.00
									0.00
									0.00
									0.00
									0.00
TOTAL SALARIES	88.00	383.0	2,572,500.00	76,711.82	45,915.00	286,801.31	316,234.00	1,846,837.88	2,572,500.00

Salaries Narrative. Describe how each position relates to the service proposed.

Vehicle operators are primarily drivers of revenue vehicles and front-line customer service representatives, but also serve BCRTA by cleaning vehicles during any service breaks.

Dispatch serve as the link between drivers and base operations. They assist drivers with any route issues, fare discrepancies, schedule disruptions and any other problems that may arise. Dispatchers also work in BCRTA's Call Center as Customer Service Representatives to assist customers with trip reservations, trip confirmations, and any questions or concerns with services offered. Dispatchers are also trained as Vehicle Operators to drive when needed.

Scheduling ensures trips are scheduled to optimize BCRTA's revenue service. Schedulers assign vehicles to routes, vehicle operators to vehicles and arrange schedules for operator and dispatch vacation and other time off. They supervise Dispatch and are cross-trained to work as a Vehicle Operator or Dispatcher if needed.

Supervision is the staff that supervises day to day operations. They are on-the-road, frontline management who monitor vehicle operators, schedulers, and dispatch. Vehicle maintenance take care of any regularly scheduled or ad-hoc maintenance to vehicles, assist with on-road vehicle issues, and monitor daily reports on vehicles' overall operation.

Vehicle cleaning is done by mainenance staff and drivers during any breaks in service. It can include washing, sweeping, trash removal, and any basic cleaning needed.

BCVSC TRANSPORTATION RFP - Contract No. 17-01-001

EMPLOYEE PAYROLL TAXES & BENEFITS - PAGE 3

PROFESSIONAL FEES & CONTRACTED SERVICES

EXPENSES BY PROGRAM SERVICES	LOCAL AMBULATORY/NON- AMBULATORY TRANSPORTATION	OUTSIDE BUTLER COUNTY - DVAMC	OUTSIDE BUTLER COUNTY - CVAMC	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
B. PAYROLL TAXES						
FICA 1.45%	1,110.45	664.65	4,151.61	5,163.84	30,589.41	41,679.94
WORKER'S COMP. 2%	1,531.65	916.75	5,726.36	7,122.53	42,192.28	57,489.58
UNEMPLOYMENT ____%				5,749.71		5,749.71
BENEFITS						0.00
RETIREMENT 14% PERS	10,721.55	6,417.27	40,084.51	49,857.72	295,345.98	402,427.03
HOSPITAL CARE ____%						0.00
OTHER - MEDICAL ALLOWANCE	804.47	481.51	3,007.66	11,880.00	23,426.37	39,600.00
PAID TIME OFF	7,954.09	4,760.83	29,737.83	39,892.56	219,633.44	301,978.75
TOTAL EMPLOYEE PAYROLL TAXES & BENEFITS	22,122.21	13,241.00	82,707.97	119,666.35	611,187.47	848,925.00

Employee Payroll Taxes & Benefits Narrative.

BCRTA pays the standard 1.45% FICA (Medicare), but is exempt from Social Security withholdings.

The RTA pays into Ohio Public Employer Retirement at a rate of 14% for its employees, and is a reimbursing employer for unemployment.

Full time status employees are given a medical allowance for healthcare as no other offerings are provided. Paid Time Off is earned at a starting rate of 10% and increases to the rate are given annually.

C. PROFESSIONAL FEES & CONTRACTED SERVICES (Indicate type, function performed, and estimate of use (hours, days, etc.))	LOCAL AMBULATORY/NON- AMBULATORY TRANSPORTATION	OUTSIDE BUTLER COUNTY - DVAMC	OUTSIDE BUTLER COUNTY - CVAMC	MGMT INDIRECT	OTHER DIRECT SERVICES	TOTAL EXPENSE
PHYSICALS, MEDICAL & TESTING	659.37	394.66	2,465.18		17,680.80	21,200.00
ADVERTISING/MARKETING SERVICES	223.94	134.03	837.23		6,004.80	7,200.00
PROFESSIONAL CONSULTING SERVICES				62,000.00		62,000.00
LEGAL / ATTORNEY SERVICES				18,000.00		18,000.00
FINANCIAL / AUDIT SERVICES				26,400.00		26,400.00
CONTRACT MAINTENANCE - REVENUE VEHICLES	2,567.64	1536.83	9,599.58		94,095.95	107,800.00
CONTRACT MAINTENANCE - FACILITIES					30,000.00	30,000.00
CONTRACT MAINTENANCE - EQUIPMENT					52,400.00	52,400.00
TOTAL PROFESSIONAL FEES & CONTRACTED SERVICES	3,450.94	2,065.52	12,901.99	106,400.00	200,181.55	325,000.00

Professional Fees & Contracted Services Narrative

All BCRTA employees that are in a safety sensitive roll, including vehicle operators, dispatch, supervisors, schedulers, and maintenance staff, must pass a mandatory drug test prior to hire and must pass any required DOT physicals prior to operating BCRTA revenue vehicles. Physicals are repeated annually, while drug testing is done randomly or at any needed time. All employees must also pass background checks prior to working with any client.

BCRTA uses its website to keep customers and clients aware of any changes to service or schedule adjustments. The RTA uses websites and printed ads for hiring staff and professional services to maintain accurate handouts for distribution.

Contract Maintenance is used for repairs to vehicles that are outside the scope of our facility garage.

BCVSC TRANSPORTATION RFP - Contract No. 17-01-001

Consumable Supplies / Occupancy Costs - Page 4

EXPENSES BY PROGRAM SERVICES	LOCAL AMBULATORY/NON- AMBULATORY TRANSPORTATION	OUTSIDE BUTLER COUNTY - DVAMC	OUTSIDE BUTLER COUNTY - CVAMC	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
D.CONSUMABLE SUPPLIES						
OTHER MATERIALS AND SUPPLIES	569.35	340.78	2,128.61	3,000.00	20,661.26	26,700.00
PASSENGER INFO. MATERIALS	251.93	150.79	941.88		6,755.40	8,100.00
GENERAL OFFICE SUPPLIES					9,600.00	9,600.00
CUSTODIAL TOOLS, SUPPLIES & EQUIP					1,200.00	1,200.00
SHOP TOOLS, SUPPLIES & EQUIP	57.16	34.22	213.72		2,094.90	2,400.00
						0.00
TOTAL CONSUMABLE SUPPLIES	878.44	525.78	3,284.22	3,000.00	40,311.56	48,000.00

Consumable Supplies Narrative

Other materials and supplies are used by mechanics when servicing a vehicle for unplanned, unscheduled, or unusual maintenance. Vehicle operators use of paper towels, spill kits and other necessary incidentals also fall into this category of expenses.

Printed materials for passengers are kept updated with any service change.

Shop tools, supplies and equipment expenses are for ad-hoc tools or small items needed for repairs

EXPENSES BY PROGRAM SERVICES	LOCAL AMBULATORY/NON- AMBULATORY TRANSPORTATION	OUTSIDE BUTLER COUNTY - DVAMC	OUTSIDE BUTLER COUNTY - CVAMC	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
E. OCCUPANCY COSTS						
RENTAL @ _____ PER SQ. FT. _____						0.00
						0.00
MAINTENANCE & REPAIRS						0.00
UTILITIES - CELL PHONE COMMUNICATIONS	1,069.92	640.39	4,000.10		28,689.59	34,400.00
UTILITIES - GAS, ELECT., WATER/SEWER, WASTE COLLECT.				39,000.00		39,000.00
TELEPHONE	671.81	402.10	2,511.69		18,014.40	21,600.00
OTHER (SPECIFY)						0.00
						0.00
						0.00
TOTAL OCCUPANCY COSTS	1,741.73	1,042.49	6,511.78	39,000.00	46,703.99	95,000.00

Occupancy Costs Narrative

BCRTA Supervisors and Dispatch are equipped with cell phones for constant coverage of their respective assignments.

Landline phones are used in our Call Center for trip reservations, trip confirmations, and other customer courtesy and service call:

BCVSC TRANSPORTATION RFP - Contract No. 17-01-001
PROGRAM COSTS/INSURANCE - PAGE 5

EXPENSES BY PROGRAM SERVICES	LOCAL AMBULATORY/NON- AMBULATORY TRANSPORTATION	OUTSIDE BUTLER COUNTY - DVAMC	OUTSIDE BUTLER COUNTY - CVAMC	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
F.PROGRAM COSTS						
GASOLINE/DIESEL FUEL	9,299.60	5,566.17	34,768.28		249,365.95	299,000.00
VEHICLE REPAIR (MAINTENANCE)	2,143.67	1,283.07	8,014.49		78,558.77	90,000.00
VEHICLE LICENSE						0.00
OTHER - TIRES	559.84	335.09	2,093.07		15,012.00	18,000.00
						0.00
						0.00
						0.00
						0.00
TOTAL TRAVEL COSTS	12,003.11	7,184.33	44,875.84	0.00	342,936.72	407,000.00

Program Costs Narrative

Fuel costs have been budgeted at a moderate amount per gallon. Vehicle repairs are allocated to each service line based on service hours. Vehicles undergo regular service based on mileage and time the vehicle has been in service.

Vehicle repair includes cost of parts purchased for in-house repairs.

EXPENSES BY PROGRAM SERVICES	LOCAL AMBULATORY/NON- AMBULATORY TRANSPORTATION	OUTSIDE BUTLER COUNTY - DVAMC	OUTSIDE BUTLER COUNTY - CVAMC	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
G. INSURANCE COSTS						
LIABILITY						0.00
PROPERTY	467.21	279.64	1,746.75		48,506.40	51,000.00
ACCIDENT						0.00
VEHICLE	1,090.15	652.50	4,075.75		113,181.60	119,000.00
TOTAL INSURANCE COSTS	1,557.36	932.14	5,822.49	0.00	161,688.00	170,000.00

Insurance Costs Narrative

BCRTA is part of an insurance pool - Ohio Transit Risk Pool (OTRP). Premiums are adjusted annually based on pool contribution factors such as vehicle mileage, total vehicles, and average losses over a three year time period.

BCVSC TRANSPORTATION RFP - Contract No. 17-01-001
EQUIPMENT PAGE 6

EXPENSES BY PROGRAM SERVICES	LOCAL AMBULATORY/NON- AMBULATORY TRANSPORTATION	OUTSIDE BUTLER COUNTY - DVAMC	OUTSIDE BUTLER COUNTY - CVAMC	MGMT INDIRECT	OTHER DIRECT SERV	TOTAL EXPENSE
H.EQUIPMENT COSTS						
SMALL EQUIPMENT (items costing under \$5,000.00, which are to be purchased during budget period should be listed)						
						0.00
						0.00
						0.00
TOTAL SMALL EQUIPMENT COSTS	0.00	0.00	0.00	0.00	0.00	0.00
EQUIPMENT MAINTENANCE & REPAIR (DETAIL)						0.00
						0.00
						0.00
						0.00
TOTAL EQUIPMENT & REPAIR	0.00	0.00	0.00	0.00	0.00	0.00
EQUIPMENT LEASE COSTS (DETAIL)						
						0.00
						0.00
						0.00
TOTAL LEASE COSTS			0.00	0.00		0.00
TOTAL COST DEPRECIATION OF LARGE EQUIPMENT ITEMS (detail on page 7)			0.00	0.00		0.00
TOTAL EQUIPMENT COSTS	0.00	0.00	0.00	0.00	0.00	0.00

Total Equipment Costs Narrative (Small Equipment, Equipment Maintenance & Repair, Equipment Lease, Equipment Depreciation)

BCRTA intends to use existing equipment to fulfill this contract.

No Depreciation expense is allocated due to assets being paid for with government funds.

BCVSC TRANSPORTATION RFP - Contract No. 17-01-001
EQUIPMENT DEPRECIATION PAGE 7

LARGE EQUIPMENT DEPRECIATION COSTS

Any individual equipment item costing \$5,000 or more at time of purchase may be included in the budget and must be depreciated. The exception to the "individual equipment item" is for computer components which are purchased as a group, i.e. hard drive, monitor, keyboard, printer, etc. If the total cost for all the components is \$5,000 or greater, the equipment must be depreciated. Any item which was full depreciated on the agency's books prior to the beginning date of the contract may not be used as a basis for determining costs of the program proposed for a contract, even though that item of equipment is used by the program. Any items of equipment used by the Management and Indirect activities of the Agency for which costs are included in this budget must also be itemized on this sheet. If needed, extra copies may be made and numbered 7A, 7B, & 7C.

ITEM(S) TO BE DEPRECIATED	NEW OR USED	DATE OF PURCHASE	TOTAL ACTUAL COST	SALVAGE VALUE	TOTAL TO DEPRECIATE	USEFUL LIFE	CHARGEABLE ANNUAL DEPRECIATION	*PERCENT USED BY CONTRACT PROGRAM	AMOUNT CHARGED TO CONTRACT PROGRAM	WHICH CONTRACTED PROGRAM
				0.00	0.00	5	0.00	100.00%	0.00	
			0.00	0.00	0.00	0	0.00			
			0.00	0.00	0.00	0	0.00			
			0.00	0.00	0.00	0	0.00			
			0.00	0.00	0.00	0	0.00			
			0.00	0.00	0.00	0	0.00			
Total			0.00		0.00		0.00		0.00	

* Enter as a decimal.

BCVSC TRANSPORTATION RFP - Contract No. 17-01-001

MISCELLANEOUS COSTS PAGE 8

EXPENSES BY PROGRAM SERVICES	LOCAL AMBULATORY/NON- AMBULATORY TRANSPORTATION	OUTSIDE BUTLER COUNTY - DVAMC	OUTSIDE BUTLER COUNTY - CVAMC	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
I.MISCELLANEOUS COSTS						
MEMBERSHIP DUES				3,000.00		3,000.00
SUBSCRIPTIONS				300.00		300.00
TRAVEL				9,000.00		9,000.00
TRAINING				10,031.00		10,031.00
MEETINGS				7,644.00		7,644.00
CLASSIFIED & PROMOTIONAL ADVERTISING				9,600.00		9,600.00
OTHER				52,500.00		52,500.00
						0.00
TOTAL MISCELLANEOUS COSTS	0.00	0.00	0.00	92,075.00	0.00	92,075.00
J. PROFIT MARGIN (For profit entities only)						0.00
TOTAL OF ALL EXPENSES	118,465.61	70,906.26	442,905.60	676,375.35	3,249,847.17	4,558,500.00

Miscellaneous Costs Narrative.

No miscellaneous costs are expected to be incurred in direct relation to the BCVSC service.

A rationale or basis for the allocation of Mgmt Indirect cost which details how the amount charged to the proposed service was determined must be included. Some agencies allocate these types of costs on staff salaries, total personnel costs, total direct cost of service proposed, and/or time studies. Records substantiating development of the means of these costs must be provided with your budget submittal and also maintained by your agency.

Mgmt/Indirect Cost Narrative.

Management/Indirect costs are allocated to all services based on the percent of total direct salaries of each service to total agency salaries, unless this amount exceeds 10% of the of the sub-total of expenses before Mgmt Indirect costs are allocated. If the amount exceeds, 10% allocation will be used for BCVSC services.

Profit Margin Narrative (for profit entities only).

Please type narrative here.

N/A.

BCVSC TRANSPORTATION RFP - Contract No. 17-01-001
PROGRAM REVENUE PAGE 9

REVENUES BY PROGRAM SERVICES	LOCAL AMBULATORY/NON- AMBULATORY TRANSPORTATION	OUTSIDE BUTLER COUNTY - DVAMC	OUTSIDE BUTLER COUNTY - CVAMC	MGMT INDIRECT	OTHER DIRECT SER	TOTAL REVENUES
A. GOVERNMENTAL AGENCY FUNDING (specify agency & type)						
ODOT OPERATING GRANT					121,000.00	121,000.00
FTA GRANTS - OPERATING					520,700.00	520,700.00
FTA GRANTS - PREVENTATIVE MAINTENANCE					240,000.00	240,000.00
FTA GRANTS - ADA SERVICE					110,000.00	110,000.00
FTA GRANTS - 5310					300,000.00	300,000.00
MEDICAID					130,000.00	130,000.00
BCBDD					28,000.00	28,000.00
CITY OF MIDDLETOWN					790,000.00	790,000.00
MIAMI UNIVERSITY					1,720,000.00	1,720,000.00
BCVSC	98,800.00	75,000.00	418,000.00			591,800.00
B. OTHER FUNDING						
PASSENGER FARES					95,000.00	95,000.00
OTHER					12,000.00	12,000.00
						0.00
						0.00
						0.00
						0.00
AWARDS & GRANTS						0.00
						0.00
OTHER (specify)						0.00
Fundraising						0.00
TOTAL REVENUE	98,800.00	75,000.00	418,000.00	0.00	4,066,700.00	4,658,500.00

Revenue Narrative

BCRTA provides countywide public transit services open to the general public as well as providing services to county agencies to serve their transportation needs. FTA grant money, Ohio Department of Transportation funds, and monies from the City of Middletown and Miami University serve as the RTA's primary funding sources. BCRTA anticipates a 6% increase in the number of BCVSC trips from 2015 - at the proposed rates the revenues are as shown (rounded). Increased efficiency is expected to increase productivity allowing for additional trips using current resources.

Section 2 – Proposal Narrative



Scope of Service Requirements

BCRTA has reviewed and acknowledges the requirements below, set forth by the BCVSC. Clarification and additional notes are included as needed and as required by request of the RFP.

Provider Requirements

- A) Provider, its agents, and its employees must comply with all federal and state laws applicable to BCVSC and guarantee that professional services be performed in a timely, courteous and professional manner, adhering to or exceeding standards and acceptable practices of the transportation industry and in accordance with all applicable specifications contained within this RFP and through the terms of the awarded and executed agreement.
 - a) Reference Attachment A for BCVSC standard boilerplate contract. The final negotiated contract will include specific service provision requirements in Exhibit 1 and reimbursement policy will be included in Exhibit 2.

BCRTA is comfortable with its ability to negotiate a mutually agreeable contract with BCVSC. BCRTA does not take major issue with the standard boilerplate language outside of some language in section 10. As a public entity that is insured through a separate public pooling entity, certain provisions are not permitted by law and must be addressed.

- B) Provider will be required to document and make available to BCVSC, at regular intervals or upon request, appropriate records for the transportation activity provided under the ensuing contract.
 - a) Documentation may include, but is not limited to date/time transportation trip was received from BCVSC, completed transportation trip information (showing actual versus scheduled pickup times, arrival time at destination, original will-call time for return, client signatures) , client no-shows, cancellations, and accident/incident reports.
 - b) Specific reporting requirements will be subject to change at any time during the contract period. Final details regarding documentation and reporting requirements will be negotiated with the successful proposal. Proposal shall detail their record keeping and reporting policies and procedures.

BCRTA maintains a public records policy approved the BCRTA Board of Trustees in addition to a records retention schedule that establishes thresholds and guidelines for maintaining records. These documents are included in Section 7 of this proposal as supplemental materials.

BCRTA maintains a flexible and cooperative outlook with partner agencies regarding data sharing. BCRTA collects, maintains and reports a significant amount of data under regulation of the Federal Transit Administration. Many reports and data sets are readily available for sharing and review. BCRTA is also happy to make additional reports available to the BCVSC with reasonable notice provided for preparation.

- C) Provider shall obtain and maintain during the contract period, an annually renewable performance bond equal to ten percent (10%) of the total contract amount.
 - a) The performance bond must be submitted to BCVSC at the time of final agreed to contract signing. An escrow account may be established in lieu of the performance bond.

Service Delivery

- A) Provider shall be available to provide transportation services twenty-four (24) hours per day, seven (7) days per week. Provider shall also maintain a call center operation with a toll free number also accessible 24/7 to answer calls from BCVSC personnel, veterans and widows using service. Proposal shall address their ability to provide 24/7 transportation. Proposal should detail call center operations.

BCRTA is willing and able to provide 24/7 transportation according to mutually established reservation guidelines.

BCRTA staffs a fully functional call-center between 7:00 AM and 5:00 PM on weekdays. Call Center Agents are trained in all BCRTA services and contract requirements and will gladly assist with any trip planning needs. The BCRTA call center may be reached by phone at 513.785.5237 or toll-free at 1.855.42.BCRTA (22782). The BCRTA Call Center also receives email requests at request@butlercountyrta.com.

During hours when the Call-Center is closed but there is service operating, BCRTA employs an “on-duty dispatcher” to answer telephone inquiries and handle current service issues. When no service is operating, BCRTA maintains a robust answering system to channel requests to the proper location and ensure requests are addressed the next service day.

- B) For BCVSC veterans/widows timely delivery of transportation services is of the utmost importance. BCVSC requires transportation services that will meet the time constraints on all legs of scheduled travel. This includes trips that are scheduled one way to/from specified location, as well as round trips. Provider will need to provide direct will call line procedures to veterans/widows scheduled for round trip transportation. Provider will be required to demonstrate, maintain and report on-time compliance for transportations services. Proposal shall detail providers ability to deliver, track and report timely transportation for all legs of travel. Proposal shall contain detailed will call policy and the procedures to include how provider will communicate with veterans/widows when they call for the return leg.

BCRTA currently uses Synchromatics EasyRides dispatching and scheduling software system to ensure and track on-time performance (OTP). OTP data is fully reportable.

Although reservation data is handled by Customer Service Agents, BCRTA has established a direct line to the service dispatcher for customers to request “will-call” trips. This process ensures fast service and limited telephone wait times for riders to speak with the employee directly handling their will-call trip. BCRTA dispatchers and Call Center Agents are all trained on will-call procedures. Additionally, passengers with scheduled will-call trips receive a card detailing the will-call information and hotline upon completion of their first leg of travel.

Before the end of 2017, BCRTA will be transitioning to a new scheduling and dispatching system known as Ecolane. Ecolane software was selected by a team of BCRTA employees to replace the current solution with a more robust, efficient and customer-friendly interface. Although the system will retain all the current reporting and functional capabilities, notable improvements will include “impending arrival” text messages to inform passengers that their bus will arrive shortly, in addition to the eventual launch of a passenger portal for agencies or passengers to review and manage their trip reservations online. Other future features may include the ability for passenger to request a scheduled will-call trip via an app on their smart phone or tablet.

- C) At no point should any of BCVSC veterans/widows ride be longer than one hour per one way trip. Proposal shall detail provider's ability to meet this requirement.

BCRTA will not schedule any rider for trips longer than 60 minutes without the permission of BCVSC. In the event that BCRTA is asked to perform trips to the Cincinnati VAMC, we would encourage BCVSC to review this guideline. Given traffic, congestion, and the large volume of BCVSC trips to CVAMC, 60 minutes limits will likely reduce any possible economies of scale. Based on experience and current data, BCRTA recommends 90 minute trip length restrictions.

- D) Provider will be required to provide transportation during inclement weather. Transportation services will be suspended or canceled only when approved by BCVSC upon confirmation of a Level 3 Weather Emergency. In the event BCVSC suspends or cancels service, provider will be required to

ensure no veteran/widow is left at any destination. Proposal shall detail procedure to insure no veteran/widow will be stranded at any destination during inclement weather.

BCRTA guarantees service during level 1 and 2 snow emergencies and will not strand anyone at any time. BCRTA will work with BCVSC to ensure the safety and welfare of passengers during inclement weather or other travel/safety events.

- E) BCVSC will not pay for a companion needed by veteran/widow. BCVSC will not pay for trips which are not completed (no-show) or canceled late.
- F) Provider will be required to have a dedicated employee available during the hours of 7:30 until 4:30 pm, Monday through Friday to respond to any/all complaints which along with resolution are detailed to BCVSC each week or other agreed to interval. Provider will implement a customer satisfaction survey within the first three (3) months of contract start date which is electronic in format, accessible via computer and smartphone. Satisfaction survey shall be able to be completed in less than five (5) minutes. BCVSC will have access to download all results. Questions on survey will be negotiated with the successful provider. Proposal shall detail complaint resolution and policy and procedures of provider. Proposal shall detail outline of setting up satisfaction survey.

Complaints will be handled by the following personnel in order of availability at any time needed:

1. Transportation Coordinator – Karen Schaeffer
2. Service Supervisor on Duty – Luke Morgan, Jarett Siler, or Joe Schaeffer
3. Operations Manager* – Sherry Hawley, Carla Oden
4. Director of Demand Operations – Rob Griffin
5. Executive Director – Matthew Dutkevicz

*[*BCRTA is in the process of filling the vacant Hamilton Operations Manager position. This position will be primarily responsible for the oversight of the BCVSC contract with oversight provided by the Director of Demand Operations and the Executive Director.]*

All complaints are documented in BCRTA's I-Reporter system which provides customizable reporting for customer service and risk management events. BCRTA will trust the BCVSC to determine the criticality of complaints/events and contact BCRTA at the necessary time.

BCRTA has created a sample customer satisfaction survey for the review of BCVSC during this evaluation. BCRTA will cooperate fully with BCVSC to create questions and share results. BCRTA proposes the use of Google Forms for the satisfaction survey. BCRTA has used this method successfully before and finds that the product is exceptionally user-friendly across multiple platforms including pc and smartphones.

The sample survey may be found here:	www.butlercountyrta.com/BCVSC-survey
--------------------------------------	--

Results of the service will be provided to BCVSC via a secure google account for download in .xls format and review. Google also provides excellent analytics for quick review.

BCVSC/BCRTA Transportation Satisfaction Survey

** Required*

The vehicles are clean inside and out. *

1 2 3 4 5

Strongly Agree ☐ ☐ ☐ ☐ ☐ Strongly Disagree

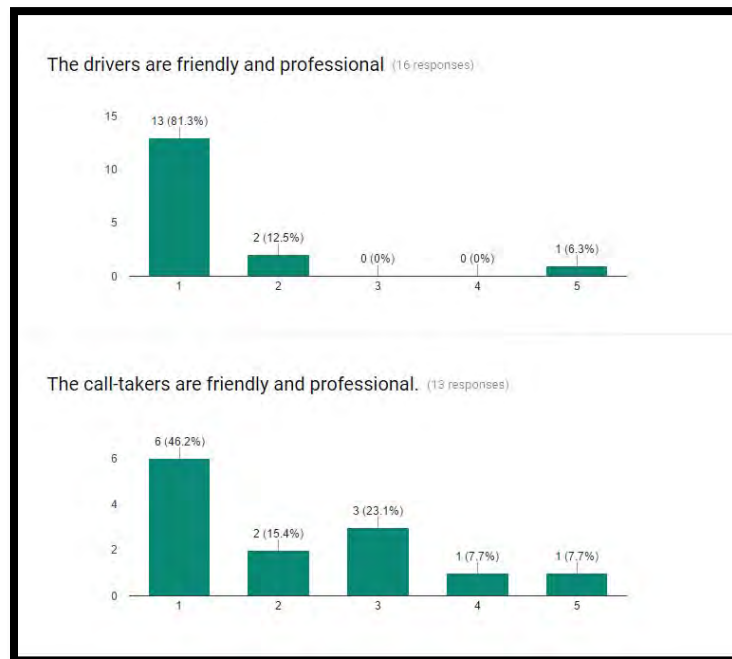
The drivers are friendly and professional *

1 2 3 4 5

Strongly Agree ☐ ☐ ☐ ☐ ☐ Strongly Disagree

The call-takers are friendly and professional.

1 2 3 4 5



Provider Employee Requirements

- A) All employees shall have a Bureau of Criminal Investigation and Identification (BCII) check (criminal and fingerprint) completed upon hire and yearly thereafter. If the employees work history and previous residential locations indicate similar checks outside the State of Ohio are appropriate, Provider shall complete and document criminal record checks from other locations.

BCRTA performs local, BCII and FBI background checks for all employees. Employee backgrounds are monitored annually.

- B) Any employee that has been convicted of or plead guilty to any of the laws contained in Ohio Administrative Section 5101 :2-5-09 shall not come into contact with BCVSC authorized persons, (Reference Attachment B).

- C) All drivers providing services under the ensuing contract must have a current and valid Ohio driver's license on file with the Provider.

BCRTA uses the subscription service SAMBA Safety to monitor driver license status for all employees on a monthly basis.

- D) Provider shall obtain and maintain in the employee's personnel file, a copy of the employees' driving record from the Bureau of Motor Vehicle for any/all employees used as driver. Provider employees shall not operate a vehicle under the terms of the ensuing contract if any of the following exist:
- a. Employee has a condition that would affect the safe operation of a motor vehicle
 - b. Employee has six (6) or more points against their drivers' license
 - c. Employee has been convicted of driving under the influence of alcohol/drugs
- E) All drivers shall prominently display a picture ID badge at all times when providing transportation for BCVSC authorized persons. ID badge shall include, but not be limited to, driver's name/picture and the Providers name and logo.
- F) BCVSC may request Provider not use an employee or prospective employee as a vehicle driver based on confidential information. The name, driver's license number and date of birth of Providers' employees providing services under the ensuing contract shall be made available to BCVSC upon request.

It is the interest of BCRTA to have friendly, helpful and trustworthy employees that are acceptable to all our passengers and contract partners. In the very unlikely event that such a problem would arise, BCRTA wishes to address the problem by the means most constructive to BCVSC, BCRTA and the employee. BCRTA agrees to comply with this guideline insofar as it does not subject the BCRTA to legal claims or undue risk.

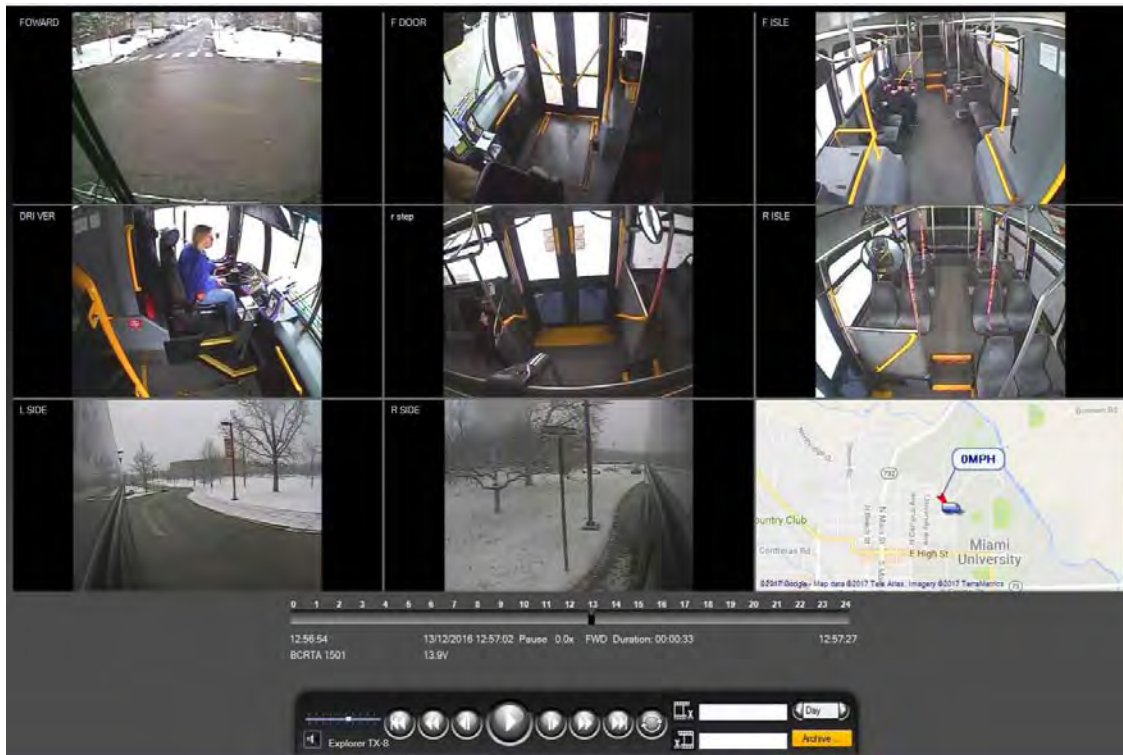
Provider Vehicle Requirements

- A) All vehicles shall meet the following:
- a. Be equipped with enough seat belts to accommodate ***all*** persons in the vehicle.
 - b. Be equipped with enough wheel chair locking devices in the vehicles for each wheelchair picked up.

100% of the BCRTA vehicle fleet is wheelchair accessible, most vehicles with more than one securement area for mobility devices. Additionally, ALL BCRTA vehicle operators are trained to properly and safely secure mobility devices of all types. BCRTA is especially proud of our commitment to accessibility for disabled individuals.

- c. Be equipped with a first aid kit, a blood born pathogen kit, and a communications device of sufficient capacity to cover Butler County and the surrounding counties of Warren, Montgomery, Hamilton and possibly Greene, Clinton, and Clermont. (Note: with the VA Choice care program, we may have destinations beyond the VA Medical Centers in Hamilton and Montgomery Counties.

In addition to 2-way radios, BCRTA vehicles are equipped with onboard computers that allow drivers and dispatchers to communicate information and emergencies via cellular communication.



BCRTA employs this use of onboard cameras for the purposes of risk reduction, surveillance and customer service. 100% of the BCRTA fleet will be equipped with onboard video by April 2017. Video records are kept in compliance with BCRTA's Records Retention policy and can be provided upon request.

- d. Prominently display the Provider's name and logo.
- e. Conform to, be equipped, maintained, and inspected per all federal, state and local laws. Provider shall provide the last inspection dates by Ohio Department of Transportation in proposal along with items listed in 2.4 (B)

The Butler County Regional Transit Authority is regulated under the authority of the Federal Transit Administration (FTA), a division of the United States Department of Transportation. BCRTA regularly receives a "Triennial Review" from the FTA covering vehicle maintenance and records in addition to sixteen other areas of examination. As such, BCRTA is exempt from ODOT or Ohio Highway Patrol inspections.

In lieu of ODOT inspection records, BCRTA welcomes BCVSC or Butler County personnel to visit our maintenance facility to see the operation and inspect current vehicle records and equipment.

BCRTA maintains a robust maintenance tracking and reporting system to ensure high quality care and safety of vehicles and other assets. BCRTA preventative maintenance program requirements are monitored and tracked with this tool. FTA requires that BCRTA provide no less than the manufacturer's minimum recommended maintenance and service. Records and documents verifying this can be provided upon request.

- B) Provider must maintain a complete list and description of its fleet of vehicles including, but not limited to make, model, year, total miles on odometer, and type of equipment on vehicle (example: wheelchair lift). Provider should provide this list of current vehicles with proposal.

Please see Section 7 of this proposal.

- C) Provider shall keep all vehicles to be used for transportation in good working order and upon BCVSC request, provide proof of regular preventative maintenance. Proposal shall include preventive maintenance schedule on vehicles listed above.

Please see Section 7 of this proposal.

Provider Reporting Requirements

- A) Vendor shall maintain daily transportation manifests verifying services were provided as scheduled. Service documentation shall include client's signature verifying transportation trip was completed, electronic signatures are acceptable.

Electronic signature capability will become available with the launch of Ecolane software in 2017.

- B) Vendor shall maintain and make available upon request, appropriate records for the activity of authorized persons, for both the individuals and for the totality of the population served under the contract, including completed and non-completed (No-show and canceled) trips.
- C) In the event of an accident, injury and/or incident, the Vendor shall notify BCVSC immediately following any post-accident procedures and shall follow up with a written report within one (1) business day.
- D) Vendor shall document no-show trips and shall forward a "No-Show Report" to BCVSC on a weekly basis.
- E) The vendor shall conduct a bi-weekly contact with the BCVSC management. The reporting process shall include the results of the service reports generated by the vendor. During these contacts, the vendor is expected to account for the reasons behind specific failures and the corrective action taken to ensure the failures are not repeated. More frequent contact may be requested by BCVSC management if veteran/widow complaints show pattern of noncompliance to required services, increases in wait times on return will call trips, or extended trip times.

BCRTA enthusiastically welcomes the opportunity to maintain a close partner relationship on a frequent and regular basis with the BCVSC. We believe the best and most productive relationships allow for frequent and straightforward feedback. BCRTA will make a commitment to ensuring regular communication and "stand-up" meetings are priority for staff and useful tool for a successful partner relationship.

- F) The vendor shall present their service reporting process and report at the time of proposal submission. The quality of the reporting process will be included in the award decision making process.

BCRTA proposes to establish a set of regular reports with BCVSC staff at a "kick-off" meeting to immediately follow the notice to proceed. At the request of BCVSC, BCRTA will provide regular no-show reports, regular bills with detailed trip information, OTP for regular/no-show/cumulative trips, customer satisfaction reports, and trip length. BCRTA would welcome request for other information that is collected or may be collected. Sample reports are included in Section 7 of this proposal.

Transportation Service Statistics (Attachment J)

- A) 2014-2015 Trip Summaries
- B) 2015 location counts

Section 3 – Implementation Plan



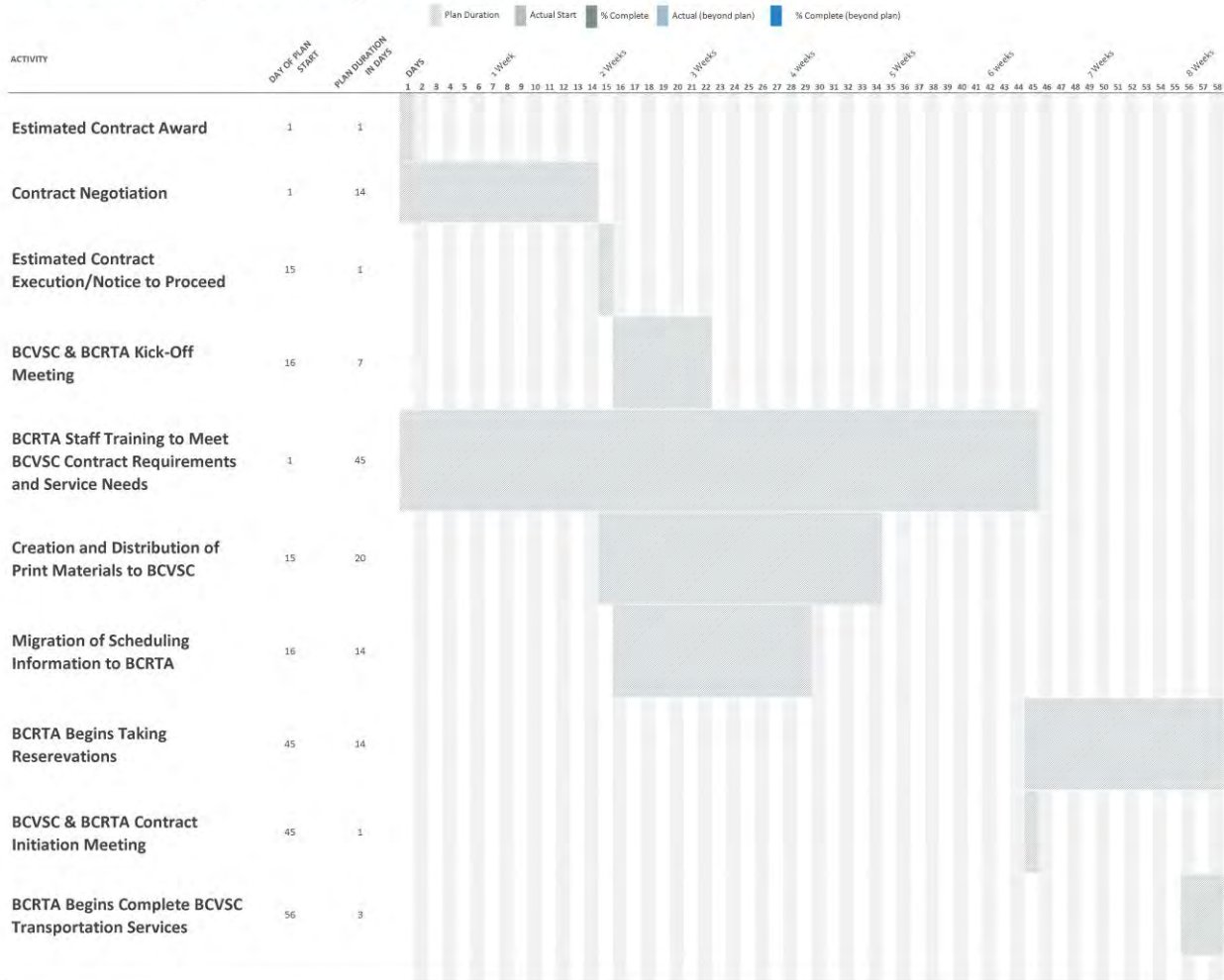
Narrative & Tasks

BCRTA is proposing the timeline for implementation of services shown below. In addition to the required procedures outlined in the RFP, BCRTA proposes the use of a kick-off meeting for the administration of both organizations to set mutual goals and improve contract understanding, and a contract initiation meeting for the administration and key staff of both organizations to finalize and agree on any remaining tasks or needs. BCRTA is willing to adjust the timeline and amend the timeline at the request of the BCVSC so long as contractual requirements can be met and service levels are acceptable to the BCVSC.



Timeline

BCVSC Proposed Project Timeline



Section 4 – Qualifications & References



History of BCRTA

The Butler County Regional Transit Authority was created by the Butler County Commissioners in 1994 as a public agency in accordance with Ohio Revised Code, Chapter 306 to be governed by a nine-member Board of Trustees appointed by the Butler County Commissioners with the intention of resulting in a coordinated transportation program that better meets the needs of the residents of the county to:

- Provide access to health and human and services programs
- Better foster the economic development and vitality of the county by providing better access to jobs, education, shopping, government services
- Conserve energy and reduce pollution.
- Act as the designated grantee (designated by the Ohio Governor) for federal and state transportation funds within the Cincinnati Urbanized Area of Butler County.
- Serve as a broker of transportation services for various county boards and agencies that wish to contract with the BCRTA to manage their transportation needs.



Since 2002, BCRTA has focused on building sustainable services supported through federal and state funds and local partnerships. In 2009, BCRTA continued contracted park-and-ride services, doubled its shuttle ridership and expanded contracted brokerage services, effectively matching service with need. In 2010, BCRTA continued its expansion of service offerings, and the BCRTA Board of Trustees is continuing its leadership role in encouraging increased local transportation services through local coordination of limited public transportation resources.

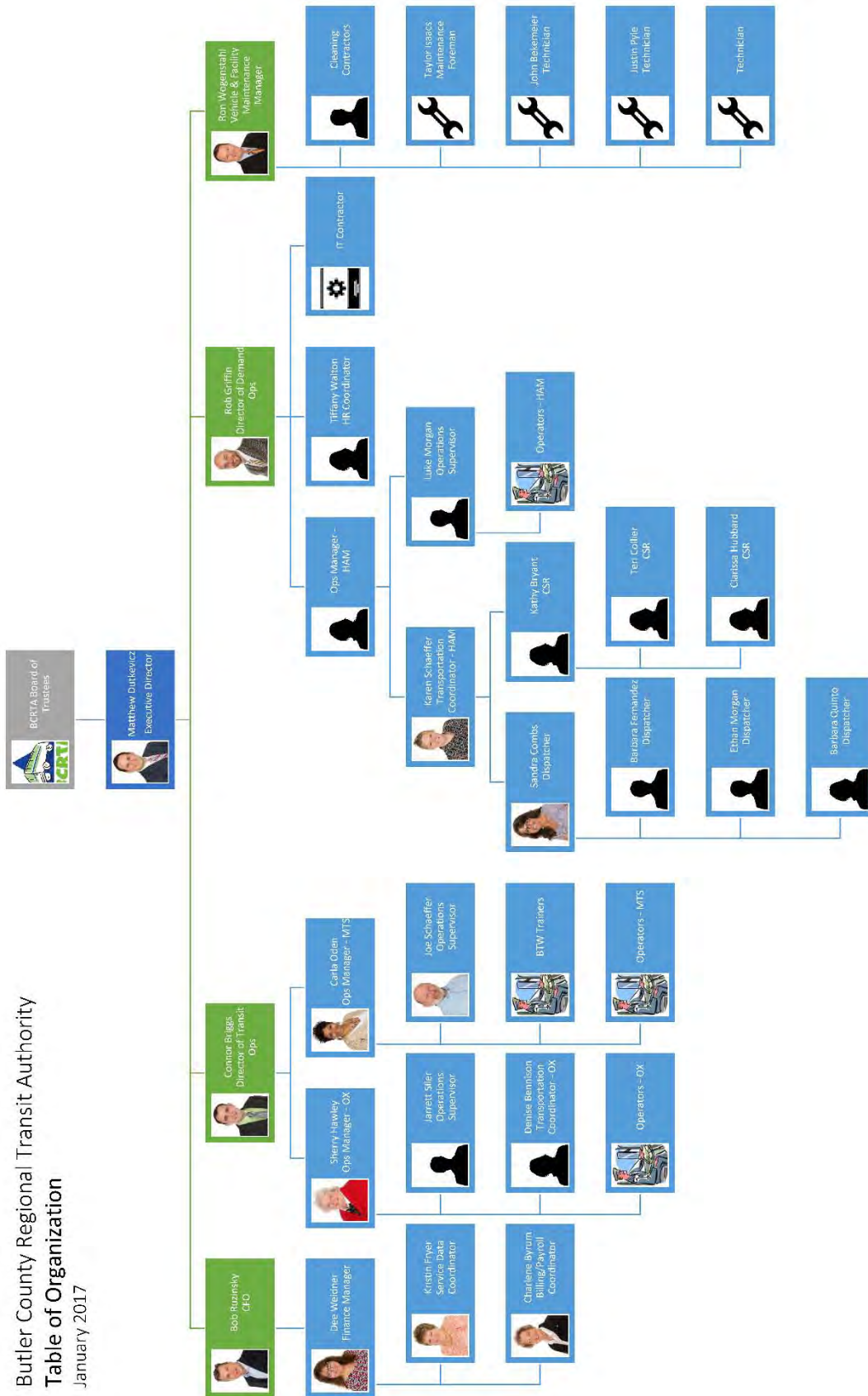
In 2012, BCRTA partnered with Miami University to provide frequent and reliable bus service between Hamilton and Oxford serving both Miami campuses. As a result of the successful partnership to operate R3 Hamilton-Oxford service, Miami University and BCRTA agreed to expand the partnership and contract the existing and private Miami Metro service to Butler County Regional Transit Authority. University transportation in Oxford is now open to the public and efficiently operated by BCRTA.

As BCRTA continues its service expansion, it likewise continues to find opportunities to “group” trips, passing the savings on to the passenger and/or contract client. The “shared ride” approach provides the most efficient and cost-effective transportation possible. This model has been very successful for the BCRTA with the general public and also embodies the needs of public agencies that acquire transportation for their clients.

Table of Organization

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Butler County Regional Transit Authority
Table of Organization
 January 2017



Professional References

Butler County Board of Developmental Disabilities

Lisa Guliano, Superintendent

513.785.2807

imguliano@butlerdd.org

BCRTA is an approved provider of choice for constituents of the Butler County Board of Developmental Disabilities. BCRTA is contracted by BCDD but also works with the Ohio Department of Medicaid for billing and payment of services provided under this agreement. BCRTA has met the stringent requirements of BCDD, the Ohio Department of Developmental Disabilities and the Ohio Department of Medicaid to support these services.

City of Middletown

Kyle Fuchs, Director of Community Revitalization

513.425.1856

kylef@cityofmiddletown.org

BCRTA has a partnership agreement with the City of Middletown to manage the City's municipal transit system. Although the City retains ownership of federal grants funds and assets, BCRTA manages finances, grants and daily service operations for the City. BCRTA contracts door to door service as part of this agreement.

Miami University

Captain Benjamin Spilman, Miami University Police

513.529.5066

spilmabr@miamioh.edu

Miami University contracts with BCRTA to provide campus transit services including fixed route, demand response and ADA door to door transportation.

2015 Audit Report

The audit report completed by the State of Ohio for FY2015 is available at:

https://ohioauditor.gov/auditsearch/Reports/2016/Butler_County_Regional_Transit_Authority_15-Butler.pdf

Consistent with the answers to questions provided by BCVSC on January 25, 2017, BCRTA is happy to provide printed copies of this report upon request.

Section 5 – Certificates and Additional Required Forms



Delinquent Personal Property Tax Affidavit

[next page]

(This Affidavit Must Be Executed For The Proposal To Be Considered)

STATE OF OHIO)
)ss.
COUNTY OF Butler)

I, Delene Weidner, Finance Manager
(name of party signing affidavit) (title)

having affirmed under oath that at the time of bid for BCVSC 17-01-001 to be opened
(Project or Item Bid)
February 3, 2017, was submitted on February 2, 2017, delinquent personal property
(Date) (Date)

taxes in the amount of \$ 0.00 (zero Dollars)

were due and unpaid to the County of Butler including the interest in the amount of \$ 0.00

(_____ zero _____ Dollars) and penalties in the amount of _____

\$ 0.00 (zero Dollars). This document

when given to the County Auditor shall satisfy the requirements of ORC 5719.042.

Butler County Regional Transit Authority
(Name of Individual Company)

(same)

(Taxes Filed) Under the Name of)

(Signature)

3045 Moser Court
(Complete Address)

Hamilton, OH 45011

513.785.5029
(Telephone)

Sworn to and subscribed before me this 26th day of January, 2017

Rhonda Ribbey
NOTARY PUBLIC
My commission expires 10/15/18



RHONDA TRIBBEY
Notary Public, State of Ohio
My Commission Expires 10/15/2018

Form Sub W-9

[next page]

Butler County Ohio
Substitute Form W9 / Ohio Reporting Form
Request for Taxpayer Identification Number and Certification

In order to maintain Butler County's supplier records in compliance with the Internal Revenue Service regulation 1.0641-1 and Ohio Revised Code section 3121.89-3121.8911, please **complete** and return by fax with fax cover sheet to 513-887-3129; or by mail to:

Auditor of Butler County
130 High Street, Fiscal Services Dept.
Hamilton, OH 45011

To **properly complete** the form, the following information must be provided:

- Part I, line 1, enter the business owner's name (if applicable), part 1, line 2, business name (if applicable), federal tax classification, and address.
- Part II, you must provide either a Taxpayer Identification Number (TIN) or Social Security Number (SSN)
- Part III, **you must check "Yes" or "No"** to the question about providing goods or services as the sole owner of your business. If you check the **"Yes"** box to indicate that you are the sole owner, you must provide your name, the first date of providing goods or services for Butler County, **birth date**, and **description** of the type of good or service you will provide the county.
- Part IV, You must answer this question if Part III is answered "Yes". Answer "Yes" only if you are receiving retirement or disability payments from Ohio Public Employees Retirement System (OPERS).
- Part V, **sign** the form and **enter today's date**.

For definitions of Part I and II of this form, please refer to IRS Form W-9.

Part I Business Ownership and Address Information

Name (as shown on your income tax return). **DO NOT LEAVE BLANK.** If you are an individual or file under your name put your name here.

Butler County Regional Transit Authority

Business name/disregarded entity name, if different from above.

Check appropriate box for federal tax classification: (check only one box) If individual **PART III** below is **ALWAYS "YES"**

- ☐ Individual/Sole Proprietor (or single-member LLC) ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/Estate
- ☐ Limited Liability Company - Tax classification (**C** = C Corp, **S** = S Corp, **P** = Partnership) ☐ Other of State of Ohio ☐ Exempt from backup withholding
- NOTE: For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.

Address Line 1 (number, street, and apt. or suite no.)

3045 Moser Ct

Address Line 2

City, state, and ZIP code

Hamilton OH 45011

Requestor's name and address

Auditor of Butler County
130 High Street, Fiscal Services Dept.
Hamilton, OH 45011

Part II Taxpayer Identification Number (TIN) and Social Security Number (SSN)

For suppliers that have a TIN, this must be entered.

For individuals, sole proprietors, and corporations owned by an individual, you must generally enter the name shown on your social security card. However, if you have changed your last name, for instance due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name. You may enter your business or DBA name on the Business name line.

Taxpayer Identification Number (TIN):

31 - 1428107

and / or

Social Security Number (SSN):

Part III Additional Information Required by the State of Ohio for Independent Contractors

Will you receive payments from Butler County as either an individual, sole owner of a business, or single-member LLC?

☐ Yes
☒ No

If "Yes" is checked, you **MUST** complete the information below for name, date good or service provided, birth date, and description of the nature of your financial transactions with the county.

Printed first name, middle initial, and last name

Date good or service provided (MM / DD / YY)
/ /

Birth date (MM / DD / YY)
/ /

Describe the Nature of the transactions you will be engaged in with Butler County

Part IV Additional Information Required by the State of Ohio for Public Employees

Are you currently receiving retirement or disability benefits from Ohio Public Employees Retirement System (OPERS)?

☐ Yes
☐ No

If you are an individual, the sole owner of your business, a single-member LLC, or a disregarded entity and have answered Part III "Yes", You must answer this question "Yes" or "No". If you answer "Yes" Please fill out the SR-6 Form (Notice of Re-Employment of an OPERS Benefit Recipient)

Part V Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me).
- I am not subject to backup withholding because, (a) I am exempt from backup withholding, or (b) I have not been notified by the IRS that I am subject to backup withholding as a result of a failure to report all interest and dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding.
- I am a US person (including a US resident alien).

Certification Instructions: You must cross out exempt from backup withholding above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return.

The IRS does not require your consent to any provision of this document other than the certification required to avoid backup withholding.

Signature of
U.S. person

Melanie W. Widdow

Date

1/26/17

Workers Compensation Certificate

Ohio	Bureau of Workers' Compensation	30 W. Spring St. Columbus, OH 43215
	Certificate of Ohio Workers' Compensation	
<p>This certifies that the employer listed below participates in the Ohio State Insurance Fund as required by law. Therefore, the employer is entitled to the rights and benefits of the fund for the period specified. This certificate is only valid if premiums and assessments, including installments, are paid by the applicable due date. To verify coverage, visit www.bwc.ohio.gov, or call 1-800-644-6292.</p> <p>This certificate must be conspicuously posted.</p>		
Policy number and employer 39315659 BUTLER COUNTY REGIONAL TRANSIT AUTHORITY 3045 MOSER CT HAMILTON, OH 45011-5373		Period Specified Below 01/01/2017 to 01/01/2018
www.bwc.ohio.gov Issued by: WC		  Administrator/CEO
You can reproduce this certificate as needed.		

Ohio Bureau of Workers' Compensation	
Required Posting	
<p>Effective Oct. 13, 2004, Section 4123.54 of the Ohio Revised Code requires notice of rebuttable presumption. Rebuttable presumption means an employee may dispute or prove untrue the presumption (or belief) that alcohol or a controlled substance not prescribed by the employee's physician is the proximate cause (main reason) of the work-related injury.</p> <p>The burden of proof is on the employee to prove the presence of alcohol or a controlled substance was not the proximate cause of the work-related injury. An employee who tests positive or refuses to submit to chemical testing may be disqualified for compensation and benefits under the Workers' Compensation Act.</p>	
Ohio	Bureau of Workers' Compensation
You must post this language with the Certificate of Ohio Workers' Compensation.	

Professional and Commercial General Liability Insurance

[next page]



CERTIFICATE OF COVERAGE

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE COVERAGE DOCUMENT BELOW

COMPANY AFFORDING COVERAGE:

Ohio Transit Risk Pool
One Park Centre Dr, #300
Wadsworth, OH 44281

MEMBER:

Butler County Regional Transit Authority
3045 Moser Court
Hamilton, OH 45011

BCRTA-2017-06

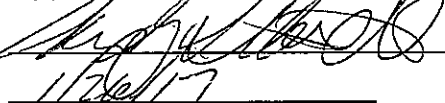
THE COVERAGE DOCUMENTS LISTED BELOW HAVE BEEN ISSUED TO THE MEMBER NAMED ABOVE FOR THE COVERAGE PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM, OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT, WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE COVERAGE AFFORDED BY THE DOCUMENTS DESCRIBED HEREIN ARE SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH DOCUMENTS.
LIMITS OF COVERAGE: OTRP WILL NOT PAY MORE THAN THE APPLICABLE LIMITS OF COVERAGE SHOWN IN THE DECLARATIONS THAT RESULT FROM ANY ONE OCCURRENCE IN THE EVENT OF A MULTIPLE LINES LOSS OTRP'S OCCURRENCE LIMIT STATED IN THE DECLARATION PAGE SHALL APPLY.

TYPE OF COVERAGE	COVERAGE DOCUMENT #	EFFECTIVE DATE	EXPIRATION DATE	LIMITS
GENERAL LIABILITY Commercial General Liability	OTRP-MOC[L]-2017	12/01/16	11/30/17	Each Occurrence \$1,000,000.00
AUTOMOBILE LIABILITY	OTRP-MOC[L]-2017	12/01/16	11/30/17	Each Occurrence \$1,000,000.00
PROPERTY ____ A/PD ____ Commercial				
EMPLOYER'S LIABILITY ANY PROPRIETOR/PARTNER/ EXECUTIVE/OFFICER/MEMBER EXCLUDED? _____ If yes, describe below.	OTRP-MOC[L]-2017	12/01/16	11/30/17	Each Occurrence \$1,000,000.00
EXCESS/UMBRELLA LIABILITY ____ Occurrence ____ Deductible ____ Retention				
OTHER				

DESCRIPTION:

CERTIFICATE HOLDER:
Butler County Veterans Service Commission
315 High Street, 1st Fl
Hamilton, OH 45011

AUTHORIZED SIGNATURE:



(Date)

Section 6 – Subcontracts

Not applicable – BCRTA does not intend to subcontract any work performed under any ensuing contract.

Section 7 – Supplemental Materials



BCRTA Public Records Policy and Records Retention Schedule

[next page]

BCRTA POLICY AND PROCEDURE MANUAL

6-12 Public Records

Adopted: November 17, 2010

POLICY INTENT

Openness leads to a better informed citizenry, which leads to better government and better public policy. Consistent with the premise that government at all levels exists first and foremost to serve the interests of the people, it is the mission and intent of BCRTA to at all time fully comply with and abide by both the spirit and the letter of Ohio's Public Records Act.

DEFINING PUBLIC RECORDS

All records kept by BCRTA are public unless they are exempt from disclosure under Ohio law. All public records must be organized and maintained in such a way that they can be made available for inspection and copying.

A record is defined to include the following: A document in any format – paper, electronic (including, but not limited to, business e-mail) – that is created, received by, or comes under the jurisdiction of BCRTA that documents the organization, functions, policies, decisions, procedures, operations, or other activities of the entity.

RESPONSE TIMEFRAME

Public records will be available for inspection during regular business hours, with the exception of published holidays. Public records will be made available for inspection promptly. Copies of public records will be made available within a reasonable period of time. "Prompt" and "reasonable" take into account the volume of records requested; the proximity of the location where the records are stored; and the necessity for any legal review and redaction of the records requested.

It is the goal of BCRTA that all requests for public records should be acknowledged in writing or, if possible, satisfied within five (5) business days following the office's receipt of the request.

HANDLING REQUESTS

No specific language is required to make a request for public records. However, the requester must at least identify the records requested with sufficient clarity to

allow BCRTA to identify, retrieve, and review the records. If it is not clear what records are being sought, BCRTA will contact the requester for clarification, and will assist the requester in revising the request by informing the requester of the manner in which the office keeps its public records.

The requester does not have to put a records request in writing, and does not have to provide his or her identity or the intended use of the requested public record. It is BCRTA's general policy that this information is not to be requested. However, the law does permit BCRTA to ask for a written request, the requestor's identity, and/or the intended use of the information requested, but only (1) if a written request or disclosure of identity or intended use would benefit the requestor by enhancing BCRTA's ability to identify, locate, or deliver the public records that have been requested; and (2) after telling the requestor that a written request is not required and that the requester may decline to reveal the requestor's identity or intended use.

In processing the request, BCRTA does not have an obligation to create new records or perform new analysis of existing information. An electronic record is deemed to exist so long as a computer is already programmed to produce the record through simple sorting, filtering, or querying. Although not required by law, BCRTA may accommodate the requestor by generating new records when it makes sense and is practical under the circumstances.

In processing a request for inspection of a public record, a BCRTA employee must accompany the requester during inspection to make certain original records are not taken or altered.

A copy of the most recent edition of the Ohio Sunshine Laws manual is available via the Attorney General's internet website (www.ohioattorneygeneral.gov) for the purpose of keeping employees of BCRTA and the public educated as to BCRTA's obligations under the Ohio Public Records Act, Open Meetings Act, records retention laws and Personal Information Systems Act.

ELECTRONIC RECORDS

Records in the form of e-mail, text messaging, and instant messaging, including those sent and received via a hand-held communications device (such as a Blackberry) will be treated in the same fashion as records in other formats, such as paper or audiotape.

Public record content transmitted to or from private accounts or personal devices is subject to disclosure. All employees or representatives of BCRTA are required to retain their e-mail records and other electronic records in accordance with applicable records retention schedules.

DENIAL OR REDACTION OF RECORDS

If the requester makes an ambiguous or overly broad request or has difficulty in making a request for public records, the request may be denied, but the denial will provide the requester an opportunity to revise the request by informing the requester of the manner in which records are maintained and accessed by BCRTA.

Any denial of public records requested will include an explanation, including legal authority. If the initial request was made in writing, the explanation will also be in writing. If portions of a record are public and portions are exempt, the exempt portions may be redacted and the rest released. When making public records available for public inspection or copying, BCRTA shall notify the requestor of any redaction or make the redaction plainly visible. If there are redactions, each redaction must be accompanied by a supporting explanation, including legal authority.

COPYING AND MAILING COSTS

Those seeking public records will be charged only the actual cost of making copies, not labor. The charge for paper copies is \$.05 cents per page. The charge for electronic files downloaded to a compact disc is \$1.00 per disc.

A requester may be required to pay in advance for costs involved in providing the copy. The requester may choose whether to have the record duplicated upon paper, upon the same medium in which the public record is kept, or upon any other medium on which BCRTA determines that the record can reasonably be duplicated as an integral part of BCRTA's normal operations.

If a requester asks that documents be mailed, he or she will be charged the actual cost of the postage and mailing supplies. There is no charge for documents e-mailed.

MANAGING RECORDS

The BCRTA Board of Trustees Secretary/Treasurer is the custodian of BCRTA records. BCRTA records are subject to records retention schedules. The office's current schedules are available at BCRTA Headquarters at 3045 Moser Court, Hamilton, Ohio 45011, a location readily available to the public as required by §149.43(B)(2), Ohio Revised Code.

**Butler County Regional Transit Authority
Records Retention Schedule**

1-Feb-17

Board Items

Board Minutes	10 Years
Committee Minutes	10 Years
Resolutions	10 Years
Meeting Notices	1 Year

Finance

Accounts Receivable	
Bank Deposits	3 Years After Audit
Bank Statements	3 Years After Audit
Customer Billings	3 Years After Audit
Accounts Payable	
Invoices and Support Documents	3 Years After Audit
Checks and Copies	3 Years After Audit
Purchase Orders	3 Years After Audit
General Ledger	
Financial Statements	3 Years After Audit
Check Registers	3 Years After Audit
Grants & Related Documents	For Life of the Items Funded
Audit Reports	Permanent
Asset Records	Life of the Asset
Insurance Policies	5 Years
Payroll	
Payroll Reports	3 Years After Audit
Time Records	3 Years After Audit
W-2 Data	Permanent

Personnel

Current Employee Files	Permanent
Terminated Employee Files (purge extraneous items)	10 Years
Applications - Not Hired	90 Days
Medical Files	7 Years
Job Descriptions	Until Replaced
Manuals and Handbooks	2 Years After Updates

Operations

Accident Reports	6 Years Provided No Pending Action
Manifests	3 Years
Complaints	3 Years
Daily Activity Items	3 Years
Statistical Data & Reports	3 Years
Work Schedules	1 Year
Client Documents (BCDD Contract/Medicaid)	7 Years

Maintenance

Vehicle Files and Records	Until Vehicle Disposed
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Procurement

Bids - Successful	2 Years After Contract Expiration
Bids - Not Successful	One Year
Contracts	5 Years After Contract Expiration

Security

Tapes and Video	10 Days & Then Reuse
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Vehicle List

[next page]

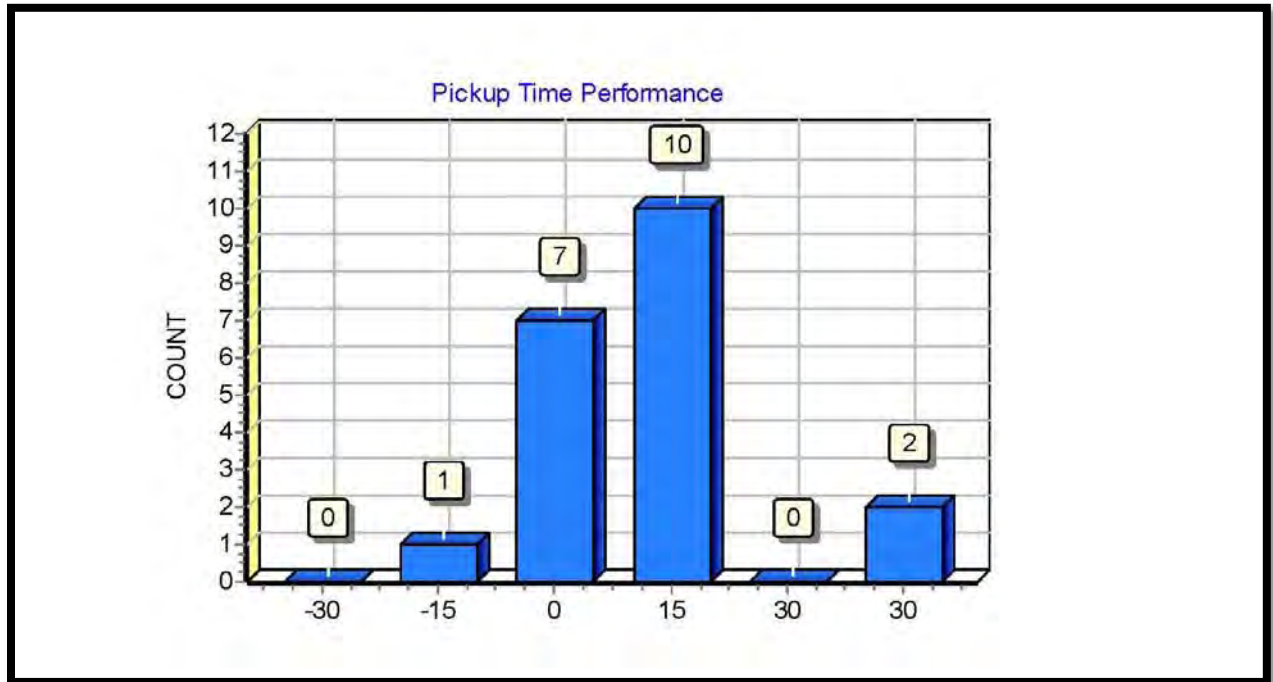


Asset List

[Status starts with 'ACTIVE -']
[AND Category is equal to 'VEHICLES']

Asset ID	Model	Serial #	Type	Manufacturer	Useful Life (months)	Model Year	Date IN SERVICE	Model Year	Odometer	Feature
ACTIVE - COMMUTER BUS										
131	E450	1FD4E4FS2DDA72663	GAS	FORD	60.00	2013	7/23/2013	2013	176,852	LIFT
132	E450	1FD4E4FS0DDA72662	GAS	FORD	60.00	2013	7/23/2013	2013	173,180	LIFT
133	E450	1FD4E4FS2DDA93061	GAS	FORD	60.00	2013	7/23/2013	2013	195,895	LIFT
1601	E450	1FD4E4FS9GDC16231	GAS	FORD	60.00	2016	6/9/2016	2016	20,294	LIFT
1602	E450	1FD4E4FS7GDC17135	GAS	FORD	60.00	2016	6/9/2016	2016	29,412	LIFT
1603	E450	1FD4E4FS1GDC20984	GAS	FORD	60.00	2016	5/24/2016	2016	40,200	LIFT
1604	E450	1FD4E4FS3GD20985	GAS	FORD	60.00	2016	6/9/2016	2016	25,455	LIFT
1605	E450	1FD4E4FS5GDC20986	GAS	FORD	60.00	2016	6/9/2016	2016	36,762	LIFT
1606	E450	1FD4E4FS0GDC20992	GAS	FORD	60.00	2016	6/9/2016	2016	14,824	LIFT
ACTIVE - DEMAND/RESPONSE										
111	E450	1FD4E4FS59BDB00486	GAS	FORD	60.00	2011	9/29/2011	2011	178,971	LIFT
211	E450	1FD4E4FS0BDB00487	GAS	FORD	60.00	2011	9/29/2011	2011	168,908	LIFT
311	E450	1FD4E4FS2BDB00488	GAS	FORD	60.00	2011	9/29/2011	2011	157,696	LIFT
411	E450	1FD4E4FS4BDB00489	GAS	FORD	60.00	2011	9/29/2011	2011	153,498	LIFT
511	E450	1FD4E4FS0BDB00490	GAS	FORD	60.00	2011	9/29/2011	2011	138,254	LIFT
611	E450	1FD4E4FS5BDA8049	GAS	FORD	60.00	2011	9/29/2011	2011	102,217	LIFT
1513	GRAND CARAVAN	2C7WDGBG5FR686071	GAS	DODGE	48.00	2015	8-24-2015	2015	46,266	RAMP
1514	GRAND CARAVAN	2C7WDGBG0FR686074	GAS	DODGE	48.00	2015	7-30-2015	2015	47,810	RAMP
1515	GRAND CARAVAN	2C7WDGBG5FR703077	GAS	DODGE	48.00	2015	8-8-2015	2015	45,000	RAMP
1516	GRAND CARAVAN	2C7WDGBG7FR703081	GAS	DODGE	48.00	2015	7-28-2015	2015	30,871	RAMP
1517	GRAND CARAVAN	2C7WDGBG6FR703220	GAS	DODGE	48.00	2015	7-30-2015	2015	35,848	RAMP
1076	E350	1FDEE3FL2ADA78876	GAS	FORD	60.00	2010	10/5/2015	2010	78,706	LIFT
1078	E350	1FDEE3FL6ADA78878	GAS	FORD	60.00	2010	10/5/2015	2010	74,575	LIFT
1058	E350	1FDEE3FL7BDA16858	GAS	FORD	60.00	2011	10/19/2015	2011	79,778	LIFT
1077	E350	1FDEE3FL4ADA78877	GAS	FORD	60.00	2010	10-15-15		56,336	LIFT
1023	E350	1FDEE3FL3ADB00223	GAS	FORD	60.00	2010	10/23/2015	2010	87,984	LIFT
1025	E350	1FDEE3FL7ADB00225	GAS	FORD	60.00	2010	11/23/2015	2010	92,126	LIFT
1024	E350	1FDEE3FL5ADB00224	GAS	FORD	60.00	2010	11-30-15	2010	79,124	LIFT
1026	E350	1FDEE3FL9ADB00226	GAS	FORD	60.00	2010	11-30-15	2010	77,510	LIFT
1074	E350	1FDEE3FL9ADA78874	GAS	FORD	60.00	2011	12-14-15	2011	69,239	LIFT
1075	E350	1FDEE3FL0ADA78875	GAS	FORD	60.00	2011	12-14-15	2011	57,227	LIFT

Sample Reports



BCVSC No Show Report

Client Name	Trip Code	Scheduled Pickup Time	Departure Time	Pickup Address	Rate Type	Trip Code Reason
xxxxxxxxxx	No Show	8/16/2016 6:00	8/16/2016 6:17	167 Knapp Drive	City Zone	Exceeded 5 minute Wait Time
xxxxxxxxxx	No Show	1/2/2017 10:30	1/2/2017	4643 Lakes Edges	1 Zone	Late Cancellation

BCVSC Trip Length in Minutes and Miles

Client Name	Arrival Date	Arrival Time	Delivery Date	Delivery Time	Trip Time in Minutes	Trip Miles
XXXXXXXXXX	8/18/2016	5:56:00	8/18/2016	6:33:00	0:37:00	6.1
XXXXXXXXXX	8/18/2016	12:30:00	8/18/2016	12:52:00	0:22:00	7.62
XXXXXXXXXX	8/22/2016	6:06:20	8/22/2016	6:24:58	0:18:38	4.94
XXXXXXXXXX	8/22/2016	11:27:00	8/22/2016	11:50:00	0:23:00	4.72
XXXXXXXXXX	8/23/2016	5:55:09	8/23/2016	6:27:40	0:32:31	6.2
XXXXXXXXXX	8/23/2016	11:30:00	8/23/2016	11:52:00	0:22:00	7.62
XXXXXXXXXX	8/24/2016	5:24:00	8/24/2016	5:41:00	0:17:00	4.94
XXXXXXXXXX	8/24/2016	11:28:00	8/24/2016	11:52:00	0:24:00	4.72
XXXXXXXXXX	8/25/2016	6:00:00	8/25/2016	6:18:00	0:18:00	6.2
XXXXXXXXXX	8/25/2016	12:37:00	8/25/2016	13:01:01	0:24:01	7.62
XXXXXXXXXX	8/26/2016	5:25:42	8/26/2016	5:43:25	0:17:43	4.94
XXXXXXXXXX	8/26/2016	11:13:00	8/26/2016	11:33:00	0:20:00	4.72
XXXXXXXXXX	8/27/2016	6:00:53	8/27/2016	6:18:53	0:18:00	6.2
XXXXXXXXXX	8/27/2016	11:10:00	8/27/2016	11:30:00	0:20:00	7.62
XXXXXXXXXX	8/29/2016	5:28:10	8/29/2016	5:42:39	0:14:29	4.94
XXXXXXXXXX	8/29/2016	11:53:00	8/29/2016	12:15:00	0:22:00	4.72
XXXXXXXXXX	8/30/2016	5:56:55	8/30/2016	6:24:37	0:27:42	6.2
XXXXXXXXXX	8/30/2016	11:55:00	8/30/2016	12:17:00	0:22:00	7.62
XXXXXXXXXX	8/31/2016	5:26:28	8/31/2016	5:42:40	0:16:12	4.94
XXXXXXXXXX	8/31/2016	11:26:00	8/31/2016	11:50:00	0:24:00	4.72

BCVSC Billing by Rate

Client Name	Fare	Passengers	Pickup Time	Pickup Address	Delivery Time	Delivery Address	Rate Type	Trip Code
XXXXXXXXXX	\$ 10.00	1	8/22/2016 6:13	902 Prytania Avenue	8/22/2016 6:30	3090 McBride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/22/2016 11:15	3090 McBride Court	8/22/2016 11:32	902 Prytania Avenue	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/24/2016 5:30	902 Prytania Avenue	8/24/2016 6:30	3090 McBride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/24/2016 11:25	3090 McBride Court	8/24/2016 11:42	902 Prytania Avenue	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/26/2016 5:30	902 Prytania Avenue	8/26/2016 6:30	3090 McBride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/26/2016 11:30	3090 McBride Court	8/26/2016 11:47	902 Prytania Avenue	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/29/2016 5:30	902 Prytania Avenue	8/29/2016 6:30	3090 McBride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/29/2016 11:20	3090 McBride Court	8/29/2016 11:37	902 Prytania Avenue	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/31/2016 5:30	902 Prytania Avenue	8/31/2016 6:30	3090 McBride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/31/2016 11:35	3090 McBride Court	8/31/2016 11:52	902 Prytania Avenue	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/18/2016 6:00	167 Knapp Drive	8/18/2016 7:00	3090 McBride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/18/2016 12:30	3090 McBride Court	8/18/2016 12:49	167 Knapp Drive	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/23/2016 6:00	167 Knapp Drive	8/23/2016 6:19	3090 McBride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/23/2016 11:30	3090 McBride Court	8/23/2016 11:49	167 Knapp Drive	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/25/2016 6:00	167 Knapp Drive	8/25/2016 7:00	3090 McBride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/25/2016 12:35	3090 McBride Court	8/25/2016 12:54	167 Knapp Drive	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/27/2016 6:00	167 Knapp Drive	8/27/2016 7:00	3090 McBride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/27/2016 11:15	3090 McBride Court	8/27/2016 11:34	167 Knapp Drive	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/30/2016 6:00	167 Knapp Drive	8/30/2016 7:00	3090 McBride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/30/2016 11:20	3090 McBride Court	8/30/2016 11:39	167 Knapp Drive	City Zone	Delivered
\$ 200.00	20							

XXXXXXXXXX

XXXXXXXXXX \$ 10.00 1 8/16/2016 6:00 167 Knapp Drive 8/16/2016 7:00 3090 McBride Court City Zone No Show

BCVSC Billing by Date

Client Name			Fare	Passengers	Pickup Time	Pickup Address	Delivery Time	Delivery Address	Rate Type	Trip Code
XXXXXXXXXX			\$ 10.00	1	8/18/2016 6:00	167 Knapp Drive	8/18/2016 7:00	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX			\$ 10.00	1	8/18/2016 12:30	3090 Mcbride Court	8/18/2016 12:49	167 Knapp Drive	City Zone	Delivered
	\$ 20.00	2								
XXXXXXXXXX			\$ 10.00	1	8/22/2016 6:13	902 Prytania Avenue	8/22/2016 6:30	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX			\$ 10.00	1	8/22/2016 11:15	3090 Mcbride Court	8/22/2016 11:32	902 Prytania Avenue	City Zone	Delivered
	\$ 20.00	2								
XXXXXXXXXX			\$ 10.00	1	8/23/2016 6:00	167 Knapp Drive	8/23/2016 6:19	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX			\$ 10.00	1	8/23/2016 11:30	3090 Mcbride Court	8/23/2016 11:49	167 Knapp Drive	City Zone	Delivered
	\$ 20.00	2								
XXXXXXXXXX			\$ 10.00	1	8/24/2016 5:30	902 Prytania Avenue	8/24/2016 6:30	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX			\$ 10.00	1	8/24/2016 11:25	3090 Mcbride Court	8/24/2016 11:42	902 Prytania Avenue	City Zone	Delivered
	\$ 20.00	2								
XXXXXXXXXX			\$ 10.00	1	8/25/2016 6:00	167 Knapp Drive	8/25/2016 7:00	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX			\$ 10.00	1	8/25/2016 12:35	3090 Mcbride Court	8/25/2016 12:54	167 Knapp Drive	City Zone	Delivered
	\$ 20.00	2								
XXXXXXXXXX			\$ 10.00	1	8/26/2016 5:30	902 Prytania Avenue	8/26/2016 6:30	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX			\$ 10.00	1	8/26/2016 11:30	3090 Mcbride Court	8/26/2016 11:47	902 Prytania Avenue	City Zone	Delivered
	\$ 20.00	2								
XXXXXXXXXX			\$ 10.00	1	8/27/2016 6:00	167 Knapp Drive	8/27/2016 7:00	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX			\$ 10.00	1	8/27/2016 11:15	3090 Mcbride Court	8/27/2016 11:34	167 Knapp Drive	City Zone	Delivered
	\$ 20.00	2								
XXXXXXXXXX			\$ 10.00	1	8/29/2016 5:30	902 Prytania Avenue	8/29/2016 6:30	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX			\$ 10.00	1	8/29/2016 11:20	3090 Mcbride Court	8/29/2016 11:37	902 Prytania Avenue	City Zone	Delivered
	\$ 20.00	2								
XXXXXXXXXX			\$ 10.00	1	8/30/2016 6:00	167 Knapp Drive	8/30/2016 7:00	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX			\$ 10.00	1	8/30/2016 11:20	3090 Mcbride Court	8/30/2016 11:39	167 Knapp Drive	City Zone	Delivered
	\$ 20.00	2								
XXXXXXXXXX			\$ 10.00	1	8/31/2016 5:30	902 Prytania Avenue	8/31/2016 6:30	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX			\$ 10.00	1	8/31/2016 11:35	3090 Mcbride Court	8/31/2016 11:52	902 Prytania Avenue	City Zone	Delivered
	\$ 20.00	2								

XXXXXXXXXX	\$	1	8/16/2016 6:00	167 Knapp Drive	8/16/2016 7:00	3090 McBride Court	City Zone	No Show
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BCVSC Billing by Name

Client Name	Fare	Passengers	Pickup Time	Pickup Address	Delivery Time	Delivery Address	Rate Type	Trip Code
XXXXXXXXXX	\$ 10.00	1	8/22/2016 6:13	902 Prytania Avenue	8/22/2016 6:30	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/22/2016 11:15	3090 Mcbride Court	8/22/2016 11:32	902 Prytania Avenue	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/24/2016 5:30	902 Prytania Avenue	8/24/2016 6:30	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/24/2016 11:25	3090 Mcbride Court	8/24/2016 11:42	902 Prytania Avenue	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/26/2016 5:30	902 Prytania Avenue	8/26/2016 6:30	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/26/2016 11:30	3090 Mcbride Court	8/26/2016 11:47	902 Prytania Avenue	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/29/2016 5:30	902 Prytania Avenue	8/29/2016 6:30	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/29/2016 11:20	3090 Mcbride Court	8/29/2016 11:37	902 Prytania Avenue	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/31/2016 5:30	902 Prytania Avenue	8/31/2016 6:30	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/31/2016 11:35	3090 Mcbride Court	8/31/2016 11:52	902 Prytania Avenue	City Zone	Delivered
XXXXXXXXXX Total	\$ 100.00							
XXXXXXXXXX	\$ 10.00	1	8/18/2016 6:00	167 Knapp Drive	8/18/2016 7:00	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/18/2016 12:30	3090 Mcbride Court	8/18/2016 12:49	167 Knapp Drive	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/23/2016 6:00	167 Knapp Drive	8/23/2016 6:19	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/23/2016 11:30	3090 Mcbride Court	8/23/2016 11:49	167 Knapp Drive	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/25/2016 6:00	167 Knapp Drive	8/25/2016 7:00	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/25/2016 12:35	3090 Mcbride Court	8/25/2016 12:54	167 Knapp Drive	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/27/2016 6:00	167 Knapp Drive	8/27/2016 7:00	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/27/2016 11:15	3090 Mcbride Court	8/27/2016 11:34	167 Knapp Drive	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/30/2016 6:00	167 Knapp Drive	8/30/2016 7:00	3090 Mcbride Court	City Zone	Delivered
XXXXXXXXXX	\$ 10.00	1	8/30/2016 11:20	3090 Mcbride Court	8/30/2016 11:39	167 Knapp Drive	City Zone	Delivered
XXXXXXXXXX	\$ -	1	8/16/2016 6:00	167 Knapp Drive	8/16/2016 7:00	3090 Mcbride Court	City Zone	No Show
XXXXXXXXXX Total	\$ 100.00							

Grand Total: \$ 200.00

Vehicle Photos













Preventive Maintenance Schedules by Subfleet

[next page]



Schedule Profile

Ron Wogenstahl: 1/27/2017 6:14:34 AM

Schedule ID	Cycles
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DEFAULT[CARAVAN]

CARAVAN A-EVERY 3000

#Error

Service Code	Service Description	Estimated Hours
EXTERIOR LIGHTS	INSPECT AND REPAIR AS NEEDED	0.00
FLUID - OIL	change oil and filter	1.00
INSPECTION CHECK LIST	description in note section	0.30
LIGHTS	INTERIOR LIGHTS	1.00
MULTI-POINT INSPECTION	description in note section	0.00
SURVEILLANCE SYSTEM	INSPECT AND REPAIR AS NEEDED	0.00
TIRES - ROTATE	rotate all tires, make note of rotation order	1.00

Asset ID	Percent Due	Next Date
1513 [VAN]	47.43%	2/15/2017
1514 [VAN]	93.67%	1/27/2017
1515 [VAN]	10.70%	3/2/2017
1516 [VAN]	40.40%	2/28/2017
1517 [VAN]	100.00%	1/27/2017
33 [VAN]	52.53%	12/27/2016

CARAVAN B- EVERY 6000

#Error

Service Code	Service Description	Estimated Hours
INSPECT - AIR FILTER	inspect air filter - replace as needed	0.30
INSPECT - BRAKE LINES	inspect all brake lines - replace as needed	0.50
INSPECT - CV JOINTS	inspect CV joints	0.30
INSPECT - EXHAUST	inspect exhaust system	0.30
INSPECT - SUSPENSION, FR	inspect front suspension	0.50

Asset ID	Percent Due	Next Date
1513 [VAN]	73.72%	2/15/2017
1514 [VAN]	46.83%	3/6/2017

1515 [VAN]	55.35%	3/2/2017
1516 [VAN]	20.20%	4/24/2017
1517 [VAN]	100.00%	1/27/2017
33 [VAN]	26.27%	1/16/2017

CARAVAN C-EVERY 15000

#Error

Service Code	Service Description	Estimated Hours
INSPECT COOLING SYSTEM	check cooling and hoses	1.00

Asset ID	Percent Due	Next Date
1513 [VAN]	9.49%	7/14/2017
1514 [VAN]	18.73%	6/20/2017
1515 [VAN]	2.14%	8/1/2017
1516 [VAN]	8.08%	10/2/2017
1517 [VAN]	40.05%	6/20/2017
33 [VAN]	50.37%	2/1/2017

1/27/2017

Page 1



Schedule Profile

Ron Wogenstahl: 1/27/2017 6:06:21 AM

CARAVAN D-EVERY 30000

#Error

Service Code	Service Description	Estimated Hours
INSPECT - AIR FILTER	inspect air filter - replace as needed	0.30

Asset ID	Percent Due	Next Date
1513 [VAN]	54.74%	7/14/2017
1514 [VAN]	59.37%	6/20/2017
1515 [VAN]	51.07%	8/1/2017
1516 [VAN]	4.04%	6/29/2018
1517 [VAN]	20.02%	2/15/2018
33 [VAN]	25.19%	5/2/2017

CARAVAN E-EVERY 60000

#Error

Service Code	Service Description	Estimated Hours
FLUID - COOLANT	flush coolant fluid and replace	1.00
FLUID - TRANSMISSION	flush transmission fluid	1.00
INSPECT TRANSMISSION	inspect fluid level and leaks	1.00

Asset ID	Percent Due	Next Date
1513 [VAN]	77.04%	7/17/2017
1514 [VAN]	79.35%	6/23/2017
1515 [VAN]	75.20%	8/4/2017
1516 [VAN]	52.09%	6/28/2018
1517 [VAN]	59.68%	2/19/2018
33 [VAN]	12.59%	10/30/2017

CARAVAN F-EVERY 102000

#Error

Service Code	Service Description	Estimated Hours
INSPECT SPARK PLUGS/CABL	CHECK IGNITION WIRES AND REPLACE SPARK PLUGS	1.00

Asset ID	Percent Due	Next Date
1513 [VAN]	45.32%	12/21/2018

1514 [VAN]	46.68%	11/12/2018
1515 [VAN]	44.24%	1/21/2019
1516 [VAN]	30.64%	7/23/2020
1517 [VAN]	35.10%	12/23/2019
33 [VAN]	81.34%	4/11/2017

CARAVAN G-EVERY 120000

#Error

Service Code	Service Description	Estimated Hours
INSPECT DRIVE BELTS	REPLACE DRIVE BELTS	1.00
INSPECT PCV SYSTEM	REPLACE PCV VALVE	1.00

Asset ID	Percent Due	Next Date
1513 [VAN]	38.52%	8/1/2019
1514 [VAN]	39.68%	6/14/2019
1515 [VAN]	37.60%	9/9/2019
1516 [VAN]	26.04%	6/14/2021
1517 [VAN]	29.84%	10/7/2020
33 [VAN]	54.12%	11/13/2017

1/27/2017

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2015 Dodge or Ram Truck Grand Caravan V6-3.6L

Vehicle » Maintenance » Service Intervals » Normal Service

10,000-50,000

60,000-100,000

110,000-150,000

Maintenance Items	10,000	20,000	30,000	40,000	50,000
Air Filter Element	Inspect	Inspect	Replace	Inspect	Inspect
Battery	Inspect	Inspect	Inspect	Inspect	Inspect
Brakes and Traction Control	Inspect	Inspect	Inspect	Inspect	Inspect
Cabin Air Filter / Purifier		Replace		Replace	
Constant Velocity Joint			Inspect		
Coolant					
Cooling System	Inspect	Inspect	Inspect	Inspect	Inspect
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System	Inspect	Inspect	Inspect	Inspect	Inspect
Fluid - A/T					
Fluid Filter - A/T					
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Positive Crankcase Ventilation Valve					
Spark Plug					
Steering and Suspension		Inspect		Inspect	
Tires	Rotate	Rotate	Rotate	Rotate	Rotate

10,000-50,000

60,000-100,000

110,000-150,000

Maintenance Items	60,000	70,000	80,000	90,000	100,000
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Air Filter Element	Replace	Inspect	Inspect	Replace	Inspect
Battery	Inspect	Inspect	Inspect	Inspect	Inspect
Brakes and Traction Control	Inspect	Inspect	Inspect	Inspect	Inspect
Cabin Air Filter / Purifier	Replace		Replace		Replace
Constant Velocity Joint	Inspect			Inspect	
Coolant					
Cooling System	Inspect	Inspect	Inspect	Inspect	Inspect
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System	Inspect	Inspect	Inspect	Inspect	Inspect
Fluid - A/T	Replace				
Fluid Filter - A/T	Replace				
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Positive Crankcase Ventilation Valve					Inspect
Spark Plug					Replace
Steering and Suspension	Inspect		Inspect		Inspect
Tires	Rotate	Rotate	Rotate	Rotate	Rotate

10,000-50,000

60,000-100,000

110,000-150,000

Maintenance Items	110,000	120,000	130,000	140,000	150,000
Air Filter Element	Inspect	Replace	Inspect	Inspect	Replace
Battery	Inspect	Inspect	Inspect	Inspect	Inspect
Brakes and Traction Control	Inspect	Inspect	Inspect	Inspect	Inspect
Cabin Air Filter / Purifier		Replace		Replace	

Constant Velocity Joint		Inspect			Inspect
Coolant					Flush
Cooling System	Inspect	Inspect	Inspect	Inspect	Inspect
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System	Inspect	Inspect	Inspect	Inspect	Inspect
Fluid - A/T		Replace			
Fluid Filter - A/T		Replace			
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Positive Crankcase Ventilation Valve					
Spark Plug					
Steering and Suspension		Inspect		Inspect	
Tires	Rotate	Rotate	Rotate	Rotate	Rotate



Schedule Profile

Ron Wogenstahl: 1/27/2017 7:05:44 AM

GASOLINE A-EVERY 3000

#Error

Service Code	Service Description	Estimated Hours
EXTERIOR LIGHTS	INSPECT AND REPAIR AS NEEDED	0.00
FLUID - OIL	change oil and filter	1.00
GENFARE UNIT	INSPECT AND REPAIR AS NEEDED	1.00
INSPECTION CHECK LIST	description in note section	0.30
LIGHTS	INTERIOR LIGHTS	1.00
MULTI-POINT INSPECTION	description in note section	0.00
SURVEILLANCE SYSTEM	INSPECT AND REPAIR AS NEEDED	0.00

Asset ID	Percent Due	Next Date
1023 [CUTAWAY VAN]	82.80%	1/16/2017
1024 [CUTAWAY VAN]	65.80%	1/30/2017
1025 [CUTAWAY VAN]	30.97%	2/6/2017
1026 [CUTAWAY VAN]	76.27%	1/30/2017
1058 [CUTAWAY VAN]	45.00%	2/6/2017
1074 [CUTAWAY VAN]	95.13%	12/22/2016
1075 [CUTAWAY VAN]	88.90%	1/30/2017
1076 [CUTAWAY VAN]	75.07%	1/31/2017
1077 [CUTAWAY VAN]	8.03%	1/9/2017
1078 [CUTAWAY VAN]	92.50%	1/4/2017
111 [14 PASSENGER]	75.97%	1/31/2017
131 [14 PASSENGER]	61.73%	1/27/2017
132 [14 PASSENGER]	6.93%	2/14/2017
133 [14 PASSENGER]	51.50%	2/2/2017
1601 [14 PASSENGER]	76.47%	1/13/2017
1602 [14 PASSENGER]	83.33%	1/30/2017
1603 [14 PASSENGER]	59.83%	2/2/2017
1604 [14 PASSENGER]	62.40%	2/6/2017
1605 [14 PASSENGER]	43.63%	2/6/2017
1606 [14 PASSENGER]	97.07%	1/30/2017
211 [14 PASSENGER]	25.57%	2/13/2017

GASOLINE B-EVERY 15000

#Error

1/27/2017

Schedule Profile

Service Code	Service Description	Estimated Hours
INSPECT - BRAKE LINES	inspect all brake lines - replace as needed	0.50
INSPECT - EXHAUST	inspect exhaust system	0.30
INSPECT - SUSPENSION, FR	inspect front suspension	0.50
INSPECT COOLING SYSTEM	check cooling and hoses	1.00
INSPECT TRANSMISSION	inspect fluid level and leaks	1.00
TIRES - ROTATE	rotate all tires, make note of rotation order	1.00

Asset ID	Percent Due	Next Date
1023 [CUTAWAY VAN]	96.36%	1/16/2017
1024 [CUTAWAY VAN]	33.13%	3/20/2017
1025 [CUTAWAY VAN]	6.19%	4/6/2017
1026 [CUTAWAY VAN]	35.22%	3/21/2017
1058 [CUTAWAY VAN]	28.83%	3/31/2017
1074 [CUTAWAY VAN]	78.79%	1/9/2017
1075 [CUTAWAY VAN]	58.70%	3/6/2017
1076 [CUTAWAY VAN]	54.81%	3/9/2017
1077 [CUTAWAY VAN]	81.17%	1/9/2017
1078 [CUTAWAY VAN]	98.07%	1/4/2017
111 [14 PASSENGER]	95.06%	1/31/2017
131 [14 PASSENGER]	92.35%	1/27/2017
132 [14 PASSENGER]	61.25%	3/6/2017
133 [14 PASSENGER]	10.30%	4/13/2017
1601 [14 PASSENGER]	35.29%	4/17/2017
1602 [14 PASSENGER]	96.67%	1/30/2017
1603 [14 PASSENGER]	71.97%	2/20/2017
1604 [14 PASSENGER]	72.48%	3/6/2017
1605 [14 PASSENGER]	48.73%	3/15/2017
1606 [14 PASSENGER]	99.41%	1/30/2017
211 [14 PASSENGER]	46.58%	3/22/2017
311 [14 PASSENGER]	51.44%	3/20/2017
411 [14 PASSENGER]	29.49%	4/17/2017
511 [14 PASSENGER]	35.00%	2/6/2017
611 [14 PASSENGER]	0.00%	5/11/2017

1/27/2017

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Schedule Profile

Ron Wogenstahl: 1/27/2017 7:05:44 AM

GASOLINE C-EVERY 30000

#Error

Service Code	Service Description	Estimated Hours
INSPECT - AIR FILTER	inspect air filter - replace as needed	0.30
INSPECT FUEL FILTER	REPLACE FUEL FILTER	1.00

Asset ID	Percent Due	Next Date
1023 [CUTAWAY VAN]	93.28%	1/23/2017
1024 [CUTAWAY VAN]	63.75%	3/24/2017
1025 [CUTAWAY VAN]	3.10%	6/19/2017
1026 [CUTAWAY VAN]	67.49%	3/22/2017
1058 [CUTAWAY VAN]	66.17%	3/28/2017
1074 [CUTAWAY VAN]	39.40%	4/3/2017
1075 [CUTAWAY VAN]	29.35%	6/5/2017
1076 [CUTAWAY VAN]	77.29%	3/9/2017
1077 [CUTAWAY VAN]	87.79%	1/16/2017
1078 [CUTAWAY VAN]	49.03%	4/6/2017
111 [14 PASSENGER]	94.06%	2/7/2017
131 [14 PASSENGER]	96.13%	1/27/2017
132 [14 PASSENGER]	80.54%	3/6/2017
133 [14 PASSENGER]	55.07%	4/13/2017
1601 [14 PASSENGER]	67.65%	4/17/2017
1602 [14 PASSENGER]	98.33%	1/30/2017
1603 [14 PASSENGER]	35.98%	5/16/2017
1604 [14 PASSENGER]	86.24%	3/6/2017
1605 [14 PASSENGER]	24.36%	6/19/2017
1606 [14 PASSENGER]	49.71%	9/18/2017
211 [14 PASSENGER]	70.76%	3/27/2017
311 [14 PASSENGER]	25.72%	7/6/2017
411 [14 PASSENGER]	14.75%	8/7/2017
511 [14 PASSENGER]	66.01%	2/9/2017
611 [14 PASSENGER]	49.93%	5/11/2017

511 [14 PASSENGER]	16.50%	1/14/2019
611 [14 PASSENGER]	37.40%	7/3/2018

GASOLINE D-EVERY 60000

#Error

Service Code	Service Description	Estimated Hours
FLUID - TRANSMISSION	flush transmission fluid	1.00
INSPECT FRONT WHEEL BEAR	replace grease and seals	1.00

Asset ID	Percent Due	Next Date
1023 [CUTAWAY VAN]	46.64%	6/23/2017
1024 [CUTAWAY VAN]	31.87%	9/4/2017
1025 [CUTAWAY VAN]	54.00%	6/12/2017
1026 [CUTAWAY VAN]	33.75%	9/4/2017
1058 [CUTAWAY VAN]	33.08%	9/25/2017
1074 [CUTAWAY VAN]	19.70%	9/15/2017
1075 [CUTAWAY VAN]	14.68%	12/6/2017
1076 [CUTAWAY VAN]	38.65%	9/6/2017
1077 [CUTAWAY VAN]	93.89%	1/16/2017
1078 [CUTAWAY VAN]	24.52%	10/6/2017
111 [14 PASSENGER]	99.48%	1/30/2017
131 [14 PASSENGER]	97.89%	1/30/2017
132 [14 PASSENGER]	90.13%	3/7/2017
133 [14 PASSENGER]	27.53%	10/5/2017
1601 [14 PASSENGER]	33.82%	2/22/2018
1602 [14 PASSENGER]	49.17%	9/25/2017
1603 [14 PASSENGER]	67.99%	5/16/2017
1604 [14 PASSENGER]	43.12%	11/29/2017
1605 [14 PASSENGER]	62.18%	6/19/2017
1606 [14 PASSENGER]	24.85%	12/31/2018
211 [14 PASSENGER]	82.46%	4/10/2017
311 [14 PASSENGER]	62.66%	7/7/2017
411 [14 PASSENGER]	57.25%	8/7/2017
511 [14 PASSENGER]	33.00%	10/2/2017
611 [14 PASSENGER]	74.80%	5/12/2017



Schedule Profile

Ron Wogenstahl: 1/27/2017 7:05:44 AM

Schedule ID

Cycles

DEFAULT[14 PASSENGER - GASOLINE]**GASOLINE E-EVERY 120000**

#Error

Service Code	Service Description	Estimated Hours
INSPECT DRIVE BELTS	REPLACE DRIVE BELTS	1.00
INSPECT PCV SYSTEM	REPLACE PCV VALVE	1.00
INSPECT SPARK PLUGS/CABL	CHECK IGNITION WIRES AND REPLACE SPARK PLUGS	1.00

Asset ID	Percent Due	Next Date
1023 [CUTAWAY VAN]	73.32%	6/23/2017
1024 [CUTAWAY VAN]	65.94%	9/4/2017
1025 [CUTAWAY VAN]	77.00%	6/12/2017
1026 [CUTAWAY VAN]	64.86%	9/18/2017
1058 [CUTAWAY VAN]	66.54%	9/25/2017
1074 [CUTAWAY VAN]	57.70%	10/2/2017
1075 [CUTAWAY VAN]	57.36%	12/6/2017
1076 [CUTAWAY VAN]	66.08%	10/2/2017
1077 [CUTAWAY VAN]	46.95%	4/26/2018
1078 [CUTAWAY VAN]	62.15%	10/9/2017
111 [14 PASSENGER]	50.86%	2/5/2018
131 [14 PASSENGER]	48.94%	2/19/2018
132 [14 PASSENGER]	45.07%	4/6/2018
133 [14 PASSENGER]	63.63%	10/6/2017
1601 [14 PASSENGER]	16.91%	11/8/2019
1602 [14 PASSENGER]	24.58%	1/8/2019
1603 [14 PASSENGER]	34.00%	4/23/2018
1604 [14 PASSENGER]	21.56%	5/21/2019
1605 [14 PASSENGER]	31.09%	6/25/2018
1606 [14 PASSENGER]	12.43%	7/19/2021
211 [14 PASSENGER]	41.23%	5/18/2018
311 [14 PASSENGER]	31.33%	9/14/2018
411 [14 PASSENGER]	28.62%	10/25/2018

311 [14 PASSENGER]	57.37%	2/6/2017
411 [14 PASSENGER]	47.63%	2/7/2017
511 [14 PASSENGER]	75.13%	11/28/2016
611 [14 PASSENGER]	0.00%	2/16/2017

GASOLINE F-EVERY 150000

#Error

Service Code	Service Description	Estimated Hours
REAR AXLE	REPLACE LUBRICANT	1.00

Asset ID	Percent Due	Next Date
1023 [CUTAWAY VAN]	58.66%	11/21/2017
1024 [CUTAWAY VAN]	52.75%	2/13/2018
1025 [CUTAWAY VAN]	61.60%	11/7/2017
1026 [CUTAWAY VAN]	51.89%	3/2/2018
1058 [CUTAWAY VAN]	53.23%	3/21/2018
1074 [CUTAWAY VAN]	46.16%	3/16/2018
1075 [CUTAWAY VAN]	45.88%	6/7/2018
1076 [CUTAWAY VAN]	52.86%	3/30/2018
1077 [CUTAWAY VAN]	37.56%	12/17/2018
1078 [CUTAWAY VAN]	49.72%	4/9/2018
111 [14 PASSENGER]	18.81%	3/7/2019
131 [14 PASSENGER]	19.23%	3/11/2019
132 [14 PASSENGER]	16.11%	5/6/2019
133 [14 PASSENGER]	30.96%	9/20/2018
1601 [14 PASSENGER]	13.53%	9/15/2020
1602 [14 PASSENGER]	19.67%	9/2/2019
1603 [14 PASSENGER]	27.20%	10/10/2018
1604 [14 PASSENGER]	17.25%	2/14/2020
1605 [14 PASSENGER]	24.87%	12/28/2018
1606 [14 PASSENGER]	9.94%	10/31/2022
211 [14 PASSENGER]	14.15%	6/17/2019
311 [14 PASSENGER]	98.46%	2/13/2017
411 [14 PASSENGER]	2.95%	1/14/2020
511 [14 PASSENGER]	92.17%	2/21/2017
611 [14 PASSENGER]	9.99%	8/26/2019

INSPECTION CHECK LIST

Wheel Chair Check List

Vehicle # _____ Date _____

Test W/Weight _____

Inspect All Hydraulic Lines _____
Locks _____
Bushings _____
Hydraulic Cylinders _____
Outer Barrier & Hinge _____
All Electrical Connections _____
Stow Sensor _____
People On Board Sensor _____
Ground Sensor _____

Mechanic _____

Supervisor _____

Manuel Wheel Chair Lift

Inspect All Hinges _____
Locks _____
Chain _____
Test W/Weight _____

Mechanic _____

Supervisor _____

Camera Check List

Use external monitor to visualize all cameras are working _____
Use external monitor to visualize hard drive is recording _____

Mechanic _____

Supervisor _____

Fare Box Check List

Make sure fare box is installed
Working properly
Needs emptied

Mechanic _____

Supervisor _____

Fuel

Fuel bus after all repairs have been completed

Mechanic _____

Supervisor _____

MULTI-POINT INSPECTION - Recommended at every visit

- ☐ Check and top up fluid levels: brake, coolant recovery reservoir, manual and automatic transmission (if equipped with an underhood dipstick), power steering (if equipped) and window washer
- ☐ Inspect tires for wear and check air pressure, including spare.
- ☐ Check exhaust system for leaks, damage, loose parts and foreign material.
- ☐ Check battery performance.
- ☐ Check operation of horn, exterior lamps, turn signals and hazard warning lights.
- ☐ Check radiator, coolers, heater and air conditioning hoses.
- ☐ Inspect windshield washer spray and wiper operation.
- ☐ Check windshield for cracks, chips and pitting.
- ☐ Inspect for oil and fluid leaks.
- ☐ Inspect engine air filter.
- ☐ Inspect half shaft dust boots, if equipped.
- ☐ Check shocks and struts and other suspension components for leaks and damage.
- ☐ Inspect steering and linkage.
- ☐ Inspect accessory drive belt(s).
- ☐ Inspect clutch operation, if equipped.

2010 Ford Truck E 350 V8-5.4L

Vehicle » Maintenance » Service Intervals » Normal Service

7,500-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	7,500	15,000	22,500	30,000	37,500
Air Filter Element				Replace	
Ball Joint		Inspect		Inspect	
Brakes and Traction Control		Inspect		Inspect	
Coolant					
Cooling System		Inspect		Inspect	
Drive Belt					
Drive/Propeller Shaft		Inspect		Inspect	
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System		Inspect		Inspect	
Filters				Replace	
Fluid - A/T		Inspect		Inspect	
Fluid - Differential					
Fluid Filter - A/T					
Fuel Filter				Replace	
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Spark Plug					
Steering and Suspension		Inspect		Inspect	
Tie Rod End		Inspect		Inspect	

Tires	Rotate	Rotate	Rotate	Rotate	Rotate
Universal Joint, Drive/Propeller Shaft		Inspect		Inspect	
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect
Wheel Bearing					
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect

7,500-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	45,000	52,500	60,000	67,500	75,000
Air Filter Element			Replace		
Ball Joint	Inspect		Inspect		Inspect
Brakes and Traction Control	Inspect		Inspect		Inspect
Coolant					
Cooling System	Inspect		Inspect		Inspect
Drive Belt					
Drive/Propeller Shaft	Inspect		Inspect		Inspect
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System	Inspect		Inspect		Inspect
Filters			Replace		
Fluid - A/T	Inspect		Replace		Inspect
Fluid - Differential					
Fluid Filter - A/T			Replace		
Fuel Filter			Replace		
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace

Spark Plug					
Steering and Suspension	Inspect		Inspect		Inspect
Tie Rod End	Inspect		Inspect		Inspect
Tires	Rotate	Rotate	Rotate	Rotate	Rotate
Universal Joint, Drive/Propeller Shaft	Inspect		Inspect		Inspect
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect
Wheel Bearing			Replace		
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect

7,500-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	82,500	90,000	97,500	105,000	112,500
Air Filter Element		Replace			
Ball Joint		Inspect		Inspect	
Brakes and Traction Control		Inspect		Inspect	
Coolant				Replace	
Cooling System		Inspect		Inspect	
Drive Belt		Inspect			
Drive/Propeller Shaft		Inspect		Inspect	
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System		Inspect		Inspect	
Filters		Replace			
Fluid - A/T		Inspect		Inspect	
Fluid - Differential				Replace	

Fluid Filter - A/T					
Fuel Filter		Replace			
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Spark Plug		Replace			
Steering and Suspension		Inspect		Inspect	
Tie Rod End		Inspect		Inspect	
Tires	Rotate	Rotate	Rotate	Rotate	Rotate
Universal Joint, Drive/Propeller Shaft		Inspect		Inspect	
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect
Wheel Bearing					
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect

7,500-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	120,000	127,500	135,000	142,500	150,000
Air Filter Element	Replace				Replace
Ball Joint	Inspect		Inspect		Inspect
Brakes and Traction Control	Inspect		Inspect		Inspect
Coolant					Replace
Cooling System	Inspect		Inspect		Inspect
Drive Belt	Inspect				Replace
Drive/Propeller Shaft	Inspect		Inspect		Inspect
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System	Inspect		Inspect		Inspect

Filters	Replace				Replace
Fluid - A/T	Replace		Inspect		Replace
Fluid - Differential					
Fluid Filter - A/T	Replace				Replace
Fuel Filter	Replace				Replace
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Spark Plug					
Steering and Suspension	Inspect		Inspect		Inspect
Tie Rod End	Inspect		Inspect		Inspect
Tires	Rotate	Rotate	Rotate	Rotate	Rotate
Universal Joint, Drive/Propeller Shaft	Inspect		Inspect		Inspect
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect
Wheel Bearing	Replace				
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect

2011 Ford Truck E 450 V10-6.8L

Vehicle » Maintenance » Service Intervals » Normal Service

1,500-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	7,500	15,000	22,500	30,000	37,500
Air Filter Element				Replace	
Ball Joint		Inspect		Inspect	
Brakes and Traction Control		Inspect		Inspect	
Coolant					
Cooling System		Inspect		Inspect	
Drive Belt					
Drive/Propeller Shaft		Inspect		Inspect	
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System		Inspect		Inspect	
Filters				Replace	
Fluid - A/T		Inspect		Inspect	
Fluid - Differential					
Fluid Filter - A/T					
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Spark Plug					
Steering and Suspension		Inspect		Inspect	
Tie Rod End		Inspect		Inspect	
Tires	Rotate	Rotate	Rotate	Rotate	Rotate

Universal Joint, Drive/Propeller Shaft	Inspect			Inspect	
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect
Wheel Bearing					
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect

7 500-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	45,000	52,500	60,000	67,500	75,000
Air Filter Element			Replace		
Ball Joint	Inspect		Inspect		Inspect
Brakes and Traction Control	Inspect		Inspect		Inspect
Coolant					
Cooling System	Inspect		Inspect		Inspect
Drive Belt					
Drive/Propeller Shaft	Inspect		Inspect		Inspect
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System	Inspect		Inspect		Inspect
Filters			Replace		
Fluid - A/T	Inspect		Replace		Inspect
Fluid - Differential					
Fluid Filter - A/T			Replace		
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Spark Plug					
Steering and Suspension	Inspect		Inspect		Inspect

Tie Rod End	Inspect		Inspect		Inspect
Tires	Rotate	Rotate	Rotate	Rotate	Rotate
Universal Joint, Drive/Propeller Shaft	Inspect		Inspect		Inspect
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect
Wheel Bearing			Replace		
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect

7,500-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	82,500	90,000	97,500	105,000	112,500
Air Filter Element		Replace			
Ball Joint		Inspect		Inspect	
Brakes and Traction Control		Inspect		Inspect	
Coolant				Replace	
Cooling System		Inspect		Inspect	
Drive Belt				Inspect	
Drive/Propeller Shaft		Inspect		Inspect	
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System		Inspect		Inspect	
Filters		Replace			
Fluid - A/T		Inspect		Inspect	
Fluid - Differential				Replace	
Fluid Filter - A/T					
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace

Spark Plug				Replace	
Steering and Suspension		Inspect		Inspect	
Tie Rod End		Inspect		Inspect	
Tires	Rotate	Rotate	Rotate	Rotate	Rotate
Universal Joint, Drive/Propeller Shaft		Inspect		Inspect	
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect
Wheel Bearing					
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect

7,500-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	120,000	127,500	135,000	142,500	150,000
Air Filter Element	Replace				Replace
Ball Joint	Inspect		Inspect		Inspect
Brakes and Traction Control	Inspect		Inspect		Inspect
Coolant					Replace
Cooling System	Inspect		Inspect		Inspect
Drive Belt	Inspect				Replace
Drive/Propeller Shaft	Inspect		Inspect		Inspect
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System	Inspect		Inspect		Inspect
Filters	Replace				Replace
Fluid - A/T	Replace		Inspect		Replace
Fluid - Differential					

Fluid Filter - A/T	Replace				Replace
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Spark Plug					
Steering and Suspension	Inspect		Inspect		Inspect
Tie Rod End	Inspect		Inspect		Inspect
Tires	Rotate	Rotate	Rotate	Rotate	Rotate
Universal Joint, Drive/Propeller Shaft	Inspect		Inspect		Inspect
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect
Wheel Bearing	Replace				
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect

2013 Ford Truck E 450 V10-6.8L

Vehicle » Maintenance » Service Intervals » Normal Service

7,500-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	7,500	15,000	22,500	30,000	37,500
Air Filter Element				Replace	
Ball Joint		Inspect		Inspect	
Brakes and Traction Control		Inspect		Inspect	
Constant Velocity Joint Boot		Inspect		Inspect	
Coolant					
Cooling System		Inspect		Inspect	
Drive Belt					
Drive/Propeller Shaft		Inspect		Inspect	
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System		Inspect		Inspect	
Fluid - A/T		Inspect		Inspect	
Fluid - Differential					
Fluid Filter - A/T					
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Spark Plug					
Steering and Suspension		Inspect		Inspect	
Tie Rod End		Inspect		Inspect	
Tires	Rotate	Rotate	Rotate	Rotate	Rotate

Universal Joint, Drive/Propeller Shaft	Inspect			Inspect	
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect
Wheel Bearing					
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect

35,000-37,500

45,000-75,000

67,500-71,750

120,000-150,000

Maintenance Items	45,000	52,500	60,000	67,500	75,000
Air Filter Element			Replace		
Ball Joint	Inspect		Inspect		Inspect
Brakes and Traction Control	Inspect		Inspect		Inspect
Constant Velocity Joint Boot	Inspect		Inspect		Inspect
Coolant					
Cooling System	Inspect		Inspect		Inspect
Drive Belt					
Drive/Propeller Shaft	Inspect		Inspect		Inspect
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System	Inspect		Inspect		Inspect
Fluid - A/T	Inspect		Replace		Inspect
Fluid - Differential					
Fluid Filter - A/T			Replace		
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Spark Plug					
Steering and Suspension	Inspect		Inspect		Inspect

Tie Rod End	Inspect		Inspect		Inspect
Tires	Rotate	Rotate	Rotate	Rotate	Rotate
Universal Joint, Drive/Propeller Shaft	Inspect		Inspect		Inspect
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect
Wheel Bearing			Replace		
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect

7,500-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	82,500	90,000	97,500	105,000	112,500
Air Filter Element		Replace			
Ball Joint		Inspect		Inspect	
Brakes and Traction Control		Inspect		Inspect	
Constant Velocity Joint Boot		Inspect		Inspect	
Coolant				Replace	
Cooling System		Inspect		Inspect	
Drive Belt				Inspect	
Drive/Propeller Shaft		Inspect		Inspect	
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System		Inspect		Inspect	
Fluid - A/T		Inspect		Inspect	
Fluid - Differential				Replace	
Fluid Filter - A/T					
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace

Spark Plug			Replace		
Steering and Suspension		Inspect		Inspect	
Tie Rod End		Inspect		Inspect	
Tires	Rotate	Rotate	Rotate	Rotate	Rotate
Universal Joint, Drive/Propeller Shaft		Inspect		Inspect	
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect
Wheel Bearing					
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect

7,500-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	120,000	127,500	135,000	142,500	150,000
Air Filter Element	Replace				Replace
Ball Joint	Inspect		Inspect		Inspect
Brakes and Traction Control	Inspect		Inspect		Inspect
Constant Velocity Joint Boot	Inspect		Inspect		Inspect
Coolant					Replace
Cooling System	Inspect		Inspect		Inspect
Drive Belt	Inspect				Replace
Drive/Propeller Shaft	Inspect		Inspect		Inspect
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System	Inspect		Inspect		Inspect
Fluid - A/T	Replace		Inspect		Replace
Fluid - Differential					Replace

Fluid Filter - A/T	Replace				Replace
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Spark Plug					
Steering and Suspension	Inspect		Inspect		Inspect
Tie Rod End	Inspect		Inspect		Inspect
Tires	Rotate	Rotate	Rotate	Rotate	Rotate
Universal Joint, Drive/Propeller Shaft	Inspect		Inspect		Inspect
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect
Wheel Bearing	Replace				Replace
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect

2016 Ford Truck E 450 V10-6.8L

Vehicle » Maintenance » Service Intervals » Normal Service

7,500-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	7,500	15,000	22,500	30,000	37,500
Air Filter Element				Replace	
Ball Joint		Inspect		Inspect	
Brakes and Traction Control		Inspect		Inspect	
Coolant					
Cooling System		Inspect		Inspect	
Drive Belt					
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System		Inspect		Inspect	
Fluid - A/T		Inspect		Inspect	
Fluid - Differential					
Fluid Filter - A/T					
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Spark Plug					
Steering and Suspension		Inspect		Inspect	
Tie Rod End		Inspect		Inspect	
Tires	Rotate	Rotate	Rotate	Rotate	Rotate
Universal Joint, Drive/Propeller Shaft		Inspect		Inspect	
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect

Wheel Bearing					
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect

300-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	45,000	52,500	60,000	67,500	75,000
Air Filter Element			Replace		
Ball Joint	Inspect		Inspect		Inspect
Brakes and Traction Control	Inspect		Inspect		Inspect
Coolant					
Cooling System	Inspect		Inspect		Inspect
Drive Belt					
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System	Inspect		Inspect		Inspect
Fluid - A/T	Inspect		Inspect		Inspect
Fluid - Differential					
Fluid Filter - A/T					
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Spark Plug					
Steering and Suspension	Inspect		Inspect		Inspect
Tie Rod End	Inspect		Inspect		Inspect
Tires	Rotate	Rotate	Rotate	Rotate	Rotate
Universal Joint, Drive/Propeller Shaft	Inspect		Inspect		Inspect
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect

Wheel Bearing	Replace				
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect

7,500-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	82,500	90,000	97,500	105,000	112,500
Air Filter Element		Replace			
Ball Joint		Inspect		Inspect	
Brakes and Traction Control		Inspect		Inspect	
Coolant				Replace	
Cooling System		Inspect		Inspect	
Drive Belt				Inspect	
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System		Inspect		Inspect	
Fluid - A/T		Inspect		Inspect	
Fluid - Differential				Replace	
Fluid Filter - A/T					
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Spark Plug			Replace		
Steering and Suspension		Inspect		Inspect	
Tie Rod End		Inspect		Inspect	
Tires	Rotate	Rotate	Rotate	Rotate	Rotate
Universal Joint, Drive/Propeller Shaft		Inspect		Inspect	
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect

Wheel Bearing

Wheels	Inspect	Inspect	Inspect	Inspect	Inspect
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7,500-37,500

45,000-75,000

82,500-112,500

120,000-150,000

Maintenance Items	120,000	127,500	135,000	142,500	150,000
Air Filter Element	Replace				Replace
Ball Joint	Inspect		Inspect		Inspect
Brakes and Traction Control	Inspect		Inspect		Inspect
Coolant					Replace
Cooling System	Inspect		Inspect		Inspect
Drive Belt	Inspect		Inspect		Replace
Engine Oil	Replace	Replace	Replace	Replace	Replace
Exhaust System	Inspect		Inspect		Inspect
Fluid - A/T	Inspect		Inspect		Replace
Fluid - Differential					
Fluid Filter - A/T					Replace
Oil Filter, Engine	Replace	Replace	Replace	Replace	Replace
Spark Plug					
Steering and Suspension	Inspect		Inspect		Inspect
Tie Rod End	Inspect		Inspect		Inspect
Tires	Rotate	Rotate	Rotate	Rotate	Rotate
Universal Joint, Drive/Propeller Shaft	Inspect		Inspect		Inspect
Vehicle	Inspect	Inspect	Inspect	Inspect	Inspect

Wheel Bearing	Replace				Replace
Wheels	Inspect	Inspect	Inspect	Inspect	Inspect